

Medicals UK Ltd

External Complaints Policy

Updated 21 October 2026

If something has gone wrong

We aim to provide a good medical reporting service and treat everyone fairly. If you are unhappy with our service, please tell us so we can look into it. We will not charge you for making or handling a complaint.

How to make a complaint

Contact Rehana Kauser, Director and person responsible for complaints:

How to contact us	
Email	info@medicalsuk.co.uk
Telephone	0161 628 3037
Post	Medicals UK Ltd, 1st Floor, Suite 1A, 173 to 175 Lees Road, Oldham, OL4 1JP

You can complain by phone, email, letter or by speaking to a member of staff. Please give your name and contact details, your case reference if you have it, what has gone wrong and what you would like us to do. You do not need to use a particular form or put a complaint in writing before we consider it.

Tell us if you need help making your complaint or a different way of communicating. You may ask someone to act for you; we will check their authority before sharing your information.

What we will do

We will record your complaint and acknowledge it in writing within three working days. We will tell you who is dealing with it, confirm the issues and explain when you should hear from us.

We will review the relevant records and speak to the people involved. We may ask for more information or offer a discussion by phone or a meeting, but you do not have to attend a meeting. We will keep you informed and treat your information confidentially.

We aim to send a written outcome within 21 calendar days of our acknowledgement. If we need longer, we will explain why before that date, give a revised date and keep you updated. Our response will explain our findings, reasons and what we will do to resolve the complaint.

If your complaint concerns medical opinion or the contents of a report, we will refer the relevant issues to the expert. Our administrative staff cannot change an expert's clinical opinion themselves.

Complaints about personal information

These are referred immediately to Tahira Hussain, with Rehana covering when Tahira is unavailable. We acknowledge them within three working days and investigate without unnecessary delay. Where a complaint reveals a possible data breach, we follow our Data Breach Procedure straight away.

Where legally permitted, we must notify MedCo promptly and within 24 hours of a complaint concerning personal data contributed or uploaded to MedCo. Separate reporting duties apply to relevant security breaches. These reporting requirements do not apply to every ordinary service complaint.

Any request to access, correct or delete personal information is also handled under its separate legal deadline, normally one calendar month. Our claimant privacy notice explains how we use personal information and your rights.

If you remain unhappy

Please tell Rehana why you disagree with our response and ask for a review. We will acknowledge your request within three working days and explain the review timetable. Where possible, someone not involved in the original decision will review it. If the complaint concerns Rehana, we will arrange a suitably independent reviewer.

We will give you a reasoned written review response without unnecessary delay. Depending on the issue, the organisations below may also be relevant. Their role is different from our internal complaints process.

Other organisations

Personal information. You may complain to the Information Commissioner's Office (ICO) about how your personal information is handled: <https://ico.org.uk/make-a-complaint/>.

A doctor or another regulated expert. Serious concerns about a doctor's fitness to practise can be raised with the General Medical Council (GMC): <https://www.gmc-uk.org/concerns>. It is not a general appeal service for complaints about our administration, fees, appointment delays or disagreements over medical reports. You do not have to wait eight weeks to raise a serious concern. For another regulated healthcare professional, the relevant regulator may be the Health and Care Professions Council (HCPC): <https://www.hcpc-uk.org/concerns/>. We can help identify the appropriate regulator.

MedCo matters. Concerns about use of the MedCo system or compliance by a MedCo user may be raised through MedCo's current contact and feedback route: <https://medco.org.uk/contact/>. MedCo advises claimants represented by a solicitor to contact their solicitor first about a medical report provider. MedCo is not a general complaints ombudsman, and we cannot promise that it will settle a fee dispute, change a medical opinion or award compensation. If you have a solicitor, they can also help you understand any issue affecting your claim.

Review of this policy

Rehana Kauser is responsible for this policy. We review it at least annually, or sooner if the law or MedCo requirements change. Copies are available on request.