

Complaints Policy

SAME DAY CLINIC LTD trading as X-PHARMACY is a company registered in England and Wales under company number 15358332, whose registered address is at 208 Upper Richmond Road, London, SW15 6TD, United Kingdom, hereinafter referred to as 'SAME DAY CLINIC' or 'We' or 'Us' views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

These terms incorporate our Website Terms of Use, Cookie Policy, Privacy Statement, Accessibility Statement, Health & Safety Warning, Service Terms & Purchase Terms and Website Information Disclaimer by this reference (collectively called the 'Contract') and shall apply to any contract between SAME DAY CLINIC and You.

Website: <https://www.samedayclinic.co.uk/>

Superintendent Pharmacist Al-Khakani Nour – General Pharmaceutical Council (GPhC)

Registration No: 2226177

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint;
- To make sure everyone at SAME DAY CLINIC knows what to do if a complaint is received;
- To make sure all complaints are investigated fairly and in a timely way;
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired;
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of SAME DAY CLINIC.

Where Complaints Come From

Complaints may come from users of the SAME DAY CLINIC Services offered at

www.samedayclinic.co.uk

A complaint can be received:

1. verbally by phone by calling 02080504353;
2. by email to info@samedayclinic.co.uk or,
3. in writing to SAME DAY CLINIC, 208 Upper Richmond Road, London, SW15 6TD, United Kingdom.

We will do our utmost to resolve any issue you may have.

This policy does not cover complaints from staff, who should use SAME DAY CLINIC's Disciplinary Policy and Grievance Policy.

Complaint Acknowledgement & Response

We will send you a written or emailed acknowledgment of a complaint within 3 business days.

Within 20 days of receiving a complaint We will send you either:

- a final response which adequately addresses the complaint; or
- a response which: explains why We are still not in a position to make a final response, giving reasons for the delay and which indicates when We expect to be able to provide a final response followed by.

If You are not satisfied with our response, or a complaint is not resolved after eight weeks, You may refer the complaint to The General Pharmaceutical Council.

We reserve the right to decline to consider a complaint that is made more than 12 months after You become aware of the cause of the complaint. There may be instances where We will waive this requirement at our discretion. We will confirm to You in writing if a complaint has been made outside the time limit that We are prepared to consider.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with Al-Khakani Nour – Pharmacy Superintendent

Review

This policy is reviewed regularly and updated as required.

Adopted on: 18th December 2023

Last Reviewed on: 27th December 2023

ACCESSIBILITY STATEMENT

Thank you for using our online platform at www.SAME DAY CLINIC.com (the 'Site'). Unless otherwise indicated, all definitions used in the Service Terms & Purchase Terms shall apply to this Accessibility Statement ('Statement').

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'Your' are references to the registered Customer or a non-registered Visitor.

These terms incorporate our Website Terms of Use, Privacy Statement, Customer Complaints Policy, Cookie Policy, Health & Safety Warning, Service Terms & Purchase Terms and Website Information Disclaimer by this reference (collectively called the 'Contract') and shall apply to any contract between SAME DAY CLINIC and You.

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1. YOUR ACCEPTANCE OF THE STATEMENT

This Statement governs Your access to our Site and our Services. By using the Services, You accept this Statement in full. You should read the Statement carefully and ensure that You understand it. We operate a policy of continuous improvement to the content and accessibility of this Site and during its' development, our aim was to make the Site and its' content as inclusive as possible. Therefore, please contact us if You have any difficulty accessing any of the information it contains or if You have any suggestion as to how We might improve its' accessibility. Initial queries about the Site should be sent to info@samedayclinic.co.uk
We reserve the right to modify this Statement at any time without notice by posting the changes on this page.

2. ACCESSIBILITY

If You have difficulty using this Site, You can send us an email about the Services that We offer. If You would like information and advice You can e-mail us by clicking on this link <https://www.samedayclinic.co.uk> . Please include name, email address and telephone number if you would like a response and a full description of Your query.

We believe the web should work for everyone whatever their hardware, software, language, culture, location, or physical or mental ability. To help us to achieve these aims, we strive to adhere to the World Wide Web Consortium's (W3C) accessibility standards, namely:

A. Web Content Accessibility Guidelines (WCAG) 2.0.: These are guidelines for making Web content more accessible to people with disabilities, including blindness and low vision, deafness and hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities, photosensitivity and combinations of these.

B. Accessible Rich Internet Applications (WAI-ARIA): These guidelines relate to allowing Assistive Technologies to make appropriate transformations of rich applications and content. WAI ARIA should be followed when using design elements or features such as movement, Flash and multimedia, keyboard access, images and colour. We strive to conform to other technical aspects of accessibility, e.g. Semantic Mark-up, CSS, Javascript, XHTML, games and keyboard access.

3. USING WEB TECHNOLOGIES

If You have a visual impairment or dyslexia, You may find making changes to Your web browser settings help You use this Site. You can change the options in Your browser to adjust the size of the text, the colour of the text and the colour of the background. If You are using the latest version of Internet Explorer, You will be able to override the colour scheme of this and many other websites.

4. FILLING IN FORMS

When filling in any online form, We would recommend the following:

- read all of the form carefully before attempting to fill it in;
- when You do fill the form in You may find it more useful to turn Virtual PC Cursor off if You are using one of the latest versions of screen reader JAWS;
- once You have filled the form in, turn Virtual PC Cursor back on and check what You have entered and then submit the form.

5. CHANGING BROWSER SETTINGS

To set Internet Explorer to ignore the colours and fonts used in websites:

- go to the 'Tools' menu and choose 'Internet Options';
- click on the 'Accessibility' button, then tick the 'ignore colours', 'ignore font styles' and 'ignore font sizes' boxes and click OK to apply the settings;
- to change just the size of text go to 'View - text size' and choose the setting You are most comfortable with (largest, larger, medium, smaller, smallest).

You may also find it useful to change the default colours and fonts used on Your computer. The procedure for doing this is different for different versions of Windows and other operating systems. You should therefore consult Your Computer's Help facility for instructions on doing this. Further information is available from AbilityNet's 'My computer my way' website - see <http://www.abilitynet.org.uk/myway>.

HELPFUL CONTACTS

AbilityNet

<http://www.abilitynet.org.uk/>

AbilityNet provides free information and advice, individual assessment of technology needs, the supply of assistive technology with free support, a programme of awareness education, and consultancy for employers on system and workstation adaptations.

Royal National Institute for the Blind (RNIB)

<http://www.rnib.org.uk/>

Charity offering general information, advice and guidance for people with sight problems.

Royal National Institute for the Deaf (RNID)

<http://www.rnid.org.uk/>

Charity representing deaf and hard of hearing people.

SCOPE

<http://www.scope.org.uk/>

Scope runs a wide range of services for people with cerebral palsy, their families and carers.

British Dyslexia Association

<http://www.bdadyslexia.org.uk/>

Aims to influence government and other institutions to promote a dyslexia friendly society.

Action for Blind People

<http://www.actionforblindpeople.org.uk>

Lots of information about issues relating to sight loss and accessibility.

We keep our Statement under regular review. This Statement was last updated 20th January 2017.

HEALTH & SAFETY WARNING

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1. ELECTRICAL PRODUCTS

You should check with Your GP before using any medical product or treatment made available for purchase via the Site. Not all Products will be suitable for all medical complaints. Some may

- have serious side-effects;
- interfere with any other treatment or medicine You are currently receiving;
- worsen or aggravate a condition; or,
- on a rare occasion, be fatal.

2. PROGRAMMES

You should check with Your GP before You purchase any Products to undertake any specific programmes such as weight loss or smoking cessation.

3. ELECTRICAL PRODUCTS

Electrical Products sold on this Site such as toothbrushes and blood pressure machines are designed for 'proper' use i.e. as set out in the accompanying instructions and are for the UK market and if supplied with a power adaptor, it will therefore be fitted with a UK plug. You should read all accompanying instructions that come with the Product in full before any use and observe any specific warnings given by the manufacturer.