

Concerns, comments and complaints.

We welcome your feedback, both positive and negative, as this assists us in improving our service to provide you with the high-quality, supportive service you deserve.

Occupational Health (OH) aims to provide a caring, efficient and high quality service to all our service users. If you are unhappy with any aspect of your experience or service delivery from Occupational Health, then initially contact the relevant member of the team to discuss your concerns as they may be able to resolve your complaint.

If you feel unable to do this then please contact Janey Watt on jw25@st-andrews.ac.uk and I will aim to respond to your enquiry within 5 working days. I will as soon as possible acknowledge your complaint and will contact you for further information if required in order to fully investigate, therefore if you could leave your preferred method of contact this will allow us to respond to you in a prompt manner.

Alternatively if you feel unable to approach any of the team then please contact Mr. Hugh Graham, Head of EHSS on hg61@st-andrews.ac.uk to make a formal complaint.

We will of course learn from any complaints as well as positive feedback and use the information to further develop any our service with your suggestions.