

Medequip Complaints Process

- To make a complaint about the Medequip Community Equipment Service, you are able to do so by calling **01423 226240** or emailing north.yorks@medequip-uk.com.
- The service will log the complaint, and aim to ensure that providers receive a timely response. Providers are encouraged to chase with the service should there be a delay, and if they are able to obtain the log/reference number of the complaint, know who they reported it to in MQ, be clear about which service user this in relation to and provide as much detailed information as possible this will ensure their complaint is fully addressed.
- Should they not be satisfied with the response received are able to escalate to the CCG by contacting sam.varo@nhs.net and supplying the above information. The CCG receive a summary of complaints made into the service which are discussed at regular contract review meetings, to help inform service improvements.

Returning Community Equipment Reminder

Please can we take the opportunity to remind that equipment is only for the initial person it was prescribed for and not used by others. To return equipment you can do so by calling **01423 226240** or emailing north.yorks@medequip-uk.com. and supplying serial number/EIN number.



Care Homes and
Domiciliary Care