



t: 01322 619898
e: info@allergyuk.org
w: allergyuk.org

Complaints Policy

Allergy UK is committed to providing support, advice and information to those living with allergic disease, as well as to supporting healthcare professionals with the information they may need to help their patients. We hope that we have been able to help you. However, if there is something you are not happy with, please let us know. We take all complaints very seriously and will do everything we can to put matters right.

What to do if you have a complaint

Please let us know as soon as possible. You can contact us by telephone, email or letter. If we cannot resolve your complaint over the telephone we may ask you to write to or email us.

Telephone: 01322 619898

Email: info@allergyuk.org

Allergy UK
Planwell House
LEFA Business Park
Edgington Way
Sidcup
Kent
DA14 5BH

Provide all your contact details and explain the nature of your complaint. If the complaint is about an individual please provide their name.

What we do

We will log your complaint and follow our complaints procedure during which we may ask you for further details. Your complaint will be reviewed and forwarded to the relevant individual or team and we will provide an initial acknowledgement with a full response as soon as we can, but certainly within 15 days.

Planwell House, LEFA Business Park, Edgington Way, Sidcup, Kent. DA14 5BH

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