

Customer Feedback & Complaints

Life Line Screening is committed to providing excellence in the management and delivery of its screening services and as such, we actively seek feedback from our customers and those who use our services.

Whilst we strive to achieve customer satisfaction on each and every occasion, we understand that from time to time there will be legitimate complaints. To that end, we wish to clearly outline our policy for handling all such complaints, to ensure they are dealt with in a consistent manner and that any lessons learned are introduced into our operating procedures.

Life Line Screening endeavours to resolve all complaints as quickly and efficiently as possible and our Team Managers and Supervisors will log any complaints and bring these to the attention of our Customer Relations Manager.

Where we cannot resolve a complaint at source, we invite our customers to contact:

Customer Relations Manager
Life Line Screening UK Ltd
31 Chatsworth House
Worthing BN11 1LY
Tel: 01903 223360

We aim to fully answer any complaint with 5 working days of the matter being brought to our attention, in the event that this is not possible, we will acknowledge that complaint and provide a full written response with 20 days of the notification of the complaint.

Should it not be possible to provide a full reply within that time, the complainant will be informed of the reason for the delay and an expected date for the resolution of the complaint.

In the event that a complaint is not satisfactorily resolved, the complainant will be advised of the next stage in the process and to whom they should escalate the complaint.

The Care Quality Commission regulates our services in England.