

Dr J M Carter BSc MB ChB MRCP
Aviation Medical Examiner / Consultant Cardiologist
J Carter Medical LTD www.PilotMedical.co.uk

Practice Address:
Cardiology Department
University Hospital North Tees
Hardwick
Stockton
TS19 8PE

COMPLAINTS RESOLUTION POLICY

Complaints Resolution Policy

J Carter Medical LTD is committed to maintaining the highest standard of service for our clients. If you have any concerns about any aspect of our service, we invite you to inform us promptly so that we can investigate, clarify the situation, extend an apology if appropriate, and implement necessary corrective actions. Early notification often enables us to resolve issues efficiently.

Should you wish to raise a concern, please speak first with Dr Justin Carter. If your issue is not resolved, you may formally submit your concerns in writing by following our Complaint Resolution Procedure.

To initiate a formal complaint, please address your correspondence to:

Dr J Carter
East House Farm
Trimdon Village
County Durham
TS29 6NH

Alternatively, you may email Dr J Carter at email address: justincarter@nhs.net.

Please clearly outline the reasons for your concerns and present your points concisely. In your letter or email, specify what you consider to be an appropriate redress or resolution to your complaint. It is recommended that complaints be submitted promptly, ideally within six months of the event in question or within six months from when the issue first came to your attention.

Complaining on behalf of someone else

To safeguard medical confidentiality, we require the written consent of the person to whom the complaint refers, indicating their consent for us to respond to a complaint on their behalf.

Our process

- We will acknowledge receipt of your complaint within three working days.
- If your complaint pertains to our aeromedical practice, we may be required to notify the CAA and provide them with a copy; however, we will inform you in advance.
- You will be invited to a meeting to discuss options for resolution. Following this discussion, we will provide you with a written summary of your complaint and any actions agreed upon.

Actions to resolve the complaint.

J Carter Medical LTD
www.pilotmedical.co.uk
www.teescardiac.co.uk
info@pilotmedical.co.uk
Company No 11550599

Registered Address:
East House Farm
Trimdon Village
Co Durham
TS296NH

- We aim to provide a full response to you within 20 working days of receipt of the complaint or within 20 working days of the meeting with you.
- The investigation will involve reviewing records of the meeting(s) with you and reviewing all the correspondence and clinical records as well as statements provided by clinicians and others involved.
- If the investigation is still in progress after 20 working days, a letter will be sent to you explaining the delay. In any event a holding letter will be sent every 20 working days where an investigation is continuing.
- If indicated from the investigations, we will improve our policies and procedures to reduce the risk of the same issue arising again.

A final letter will be sent to you setting out the results of investigations.

Next steps

If you remain dissatisfied with the outcome, there is a medical appeals procedure available:

For applicants for medical certificates granted under the authority of the UK Civil Aviation Authority (UK CAA Licenced Aircrew and Air Traffic Controllers) you may refer the matter to:

Medical Department, Civil Aviation Authority, Aviation House, Beehive Ring Road, Crawley West Sussex, RH6 0YR, UK. medicalweb@caa.co.uk

Details of UK CAA secondary review procedure are outlined at this webpage: www.caa.co.uk

For applicants for medical certificates granted under the authority of a contracting European Aviation Safety Agency (EASA) State (EASA Licenced Aircrew and Air Traffic Controllers) you may refer the matter to:

Civil Aviation Directorate Medical Department, Malta Transport Centre, Triq Pantar, Lija, LJA 2021, Malta. civil.aviation@transport.gov.mt



10th Feb 2026

Justin Carter

..... Practice Manager