

## Complaints Policy

Should you have any complaint about any aspect of the service you have received then please contact our complaints manager at the address below:

Ms Suky Kaur  
Clinic Finance & Administration Manager  
IVI London Wimpole  
83 Wimpole Street  
London  
W1G 9RQ

[ivilondon.administration@ivirma.com](mailto:ivilondon.administration@ivirma.com)

We will acknowledge all complaints received within 2 working days and will provide you with a full response within 20 working days.

Additionally, you may also wish to forward your complaint directly to:

Complaints Inspector  
Human Fertilisation and Embryology Authority  
10 Spring Gardens  
London  
SW1A 2BU