

## UK CAA MEDICAL DEPARTMENT

### COMPLAINTS PROCEDURE

#### INTRODUCTION

The UK CAA Medical Department aims to set best practice in aeromedical regulation and provide expert advice that contributes to the CAA's mission to enable civil aviation to best meet the needs of its users and society in a safe and sustainable manner.

We appreciate that problems do occur from time to time, and we welcome feedback to help us to identify potential areas for improvement.

#### SCOPE

**This procedure is for complaints regarding the CAA Medical Department's processes. It is not for complaints about decisions made in compliance with the Aircrew Regulation or UK law.**

#### PROCEDURE

- 1 When corresponding with us please include :

Your full name

Address

Date of birth

CAA reference number (if you have one)

Daytime and mobile telephone number

Full details of your complaint and any actions already taken to resolve it

- 2 In the first instance please contact the person with whom you have been dealing. This may be an Aeromedical Adviser or a doctor in the Medical Department.

If your complaint relates to the service provided by one of the CAA's Aeromedical Examiners (AME) then please contact the AME first to allow him/her the opportunity to resolve the issue.

If you have encountered an administrative error you may wish to write to the **Head of the Aeromedical Support Unit**.

- 3 If you are still not satisfied after taking the above action, then you may wish to contact one of the following in writing.

Please do not use the *medicalweb* email address as this may delay the processing of your complaint.

**Head of the Aeromedical Centre** - If your complaint concerns an initial Class 1 medical or specialist evaluation that you have undertaken at the CAA's Aeromedical Centre.

**Head of the Authority Medical Section** - For all other complaints, including those relating to approved Aeromedical Examiners.

You are entitled to expect a timely response to any complaint and a reply, or a report on progress, will be sent within 10 working days of receipt of your complaint by the Medical Department.

- 4 If, after receiving a response from the Head of either the Aeromedical Centre or the Authority Medical Section, you feel your issue has still not been resolved satisfactorily please write, with full details of your original complaint and how it has been handled, to the **Chief Medical Officer**.
- 5 If, having completed all the steps above, you have still not reached a satisfactory conclusion, the Safety Regulation Group's Code of Practice (available on [www.caa.co.uk](http://www.caa.co.uk)) requests that you write to **Group Director Safety Regulation**.

Safety Regulation Group  
Civil Aviation Authority  
Aviation House  
Gatwick Airport South  
West Sussex  
RH6 0YR

Medical Department enquiries: 01293 573700