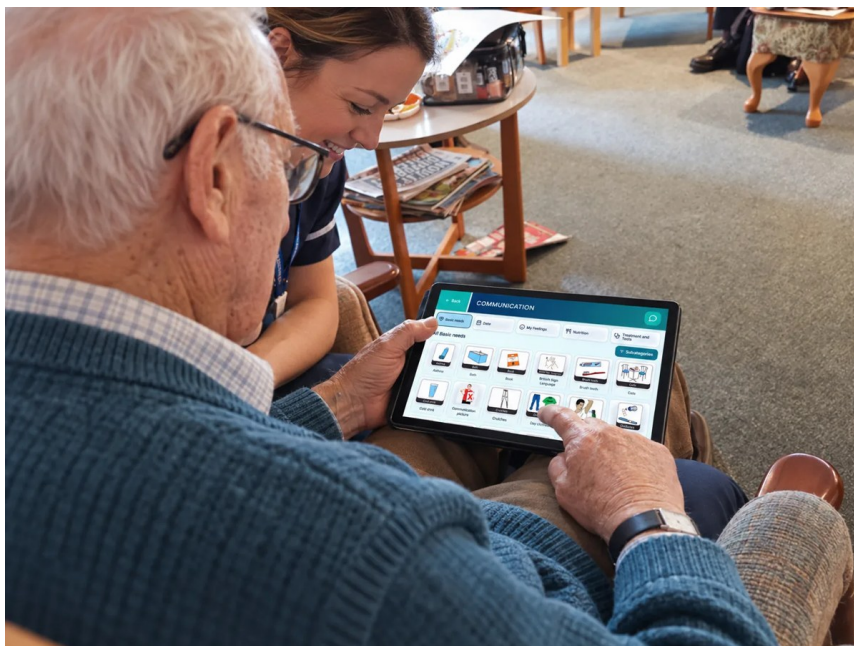


Raising concerns

A clear route for concerns about conduct, safety or service.



The person beyond the diagnosis.

Raising concerns

A clear route for concerns about conduct, safety or service.



What to report

You can raise concerns about TruSelv's conduct, misleading information, privacy, security, accessibility or the way a service is being delivered. Ordinary support requests can use the same contact address.



How to contact us

Email support@truselv.co.uk with a short description, relevant dates and a safe way to contact you. Mark the message "Confidential concern" if appropriate. Do not attach patient records, passwords or sensitive evidence; ask for a secure route first.



What to expect

We will use your report to understand the issue and identify an appropriate response. Confidentiality may have limits where information must be shared to investigate or meet a legal obligation. We cannot promise absolute anonymity.



Other routes remain available

This contact route does not restrict your ability to contact a regulator, obtain independent advice or use your employer's reporting process. If there is immediate danger or a medical emergency, use the relevant emergency service rather than this inbox.