



Our ref: 0199

Mr Robert Forman
CRM London
Park Lorne
111 Park Road
London
NW8 7JL

20 November 2007

Dear Mr Forman,

ANALYSIS OF COMPLAINTS ABOUT CENTRES

We have recently completed an analysis of complaints about centres. The analysis relates to 69 complaints made by patients between 01/04/2006 – 31/03/2007 about the treatment and care they received at 38 of the total licensed centres.

I can confirm that we have received no complaints about your centre, and your centre has therefore not been included in the analysis.

In contrast with reported adverse incidents, the majority of which occur in the laboratory, complaints largely arise from the way patients consider they have been treated in the consulting room or the information that they have received.

The HFEA acknowledges that these numbers of complaints are very small in comparison with the thousands of treatment cycles carried out and welcomes this fact.

Yours sincerely,

Angela Sanford
Head of Clinical Governance and Patient Safety

Enc. Chart showing the number of complaints received per category