



Complaints & Feedback

I am committed to providing thoughtful, high quality care and I take all feedback seriously. If something has not met your expectations, I would encourage you to let me know so that I can understand your concerns and work towards resolving them. Where possible, concerns are best addressed through open and direct communication.

Raising a concern

If you are unhappy with any aspect of your care, please contact me in the first instance.

Email: info@baskindhealth.com

Address: The Tower Clinic, 8 Tinshill Lane, Leeds, LS16 7AP

Concerns raised early can often be resolved quickly and informally.

Formal complaints process

If your concern cannot be resolved informally, you may wish to make a formal complaint. This process follows the standards set by the Independent Doctors Federation and the Independent Sector Complaints Adjudication Service.

The process has three stages.

Stage 1 Local resolution

Your complaint will be reviewed within the practice. You will receive acknowledgement within 3 working days. You may be offered a meeting to clarify your concerns. A full response is usually provided within 20 working days.

Stage 2 Independent review IDF

If you remain dissatisfied, your complaint can be referred to the Independent Doctors Federation for further review.

Stage 3 Independent adjudication ISCAS

If concerns are still not resolved, you may request independent external adjudication through ISCAS.

Timeframes

Complaints should normally be made within 6 months of the issue arising, or within 6 months of becoming aware of it.

Confidentiality

All complaints are handled in strict confidence. Information will only be shared where necessary to investigate the concern or where required by law.

Feedback

Feedback is always welcome, including positive experiences. This supports ongoing reflection and improvement in the care I provide. You may also choose to leave feedback via an independent platform such as IWantGreatCare.

Further information

This complaints process follows the Independent Doctors Federation Complaint Resolution Procedure and the ISCAS Code of Practice. A full copy of the procedure is available on request.

Last updated April 2026

Dr Rob Baskind MBChB, MRCPsych

Consultant Psychiatrist

Baskind Health | Leeds, Yorkshire & UK

Specialist ADHD assessment and care, grounded in clinical expertise with an integrative, coaching-informed approach

Registered with the General Medical Council (GMC No, 6025297)

Member of the Royal College of Psychiatrists.

Care Quality Commission (CQC) registered — Rated Good

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