

## FILE NOTE

### Complaint regarding the Medical Council website

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I took a call from a member of the public, AWA [redacted] in relation to an email he sent to the Medical Council via the general inbox, regarding a complaint about our website.

Mr AWA [redacted] said he sent the email on 31 January 2015 and had not yet received a response and would like a copy of his original email. He advised that the email was in relation to the 'quick links' on the website's homepage. Mr AWA [redacted] explained that he had noticed that the 'quick link' titled 'complaints and notifications' led to a page titled 'complaints and notifications', but a link within that page titled 'how to make a complaint' does not provide an address as to where complaints can be sent.

I apologised to Mr AWA [redacted] that he had not yet received a response and advised that I was not aware of his email. I took Mr AWA [redacted]'s name, phone number and email address and told Mr AWA [redacted] that I would look into the matter and get back to him shortly. I thanked Mr AWA [redacted] for his phone call.