

OUR PROMISE TO YOU

We will care for you in a confidential and professional manner and our staff will always be friendly and helpful. If you cannot be accepted for donation for any reason, our staff will tell you why. We will ensure, based on information supplied by you, that you are fit and healthy before we take your donation.

All staff caring for you will wear a visible name badge. All donations will be collected with sterile disposable equipment. Any clinic you visit will be clean and comfortable. You will experience as little delay as possible during your visit. You will find clear and comprehensible information about our service.

We will respond directly to you within ten working days of a complaint being lodged by you about our donor services.

All blood samples are tested for transmissible diseases. You will be contacted and informed of any results which may affect your health. We will also offer counselling when necessary.