**Clinic**

**Compliments, Comments and Complaints**

We do our best to deliver the best possible care to all our patients. It’s our aim try to make your experience, from the moment you walk through the clinic door, as pleasant and successful as we can.

Hopefully that’s evident to you, so if you’d like to leave a review we’d really appreciate it! It’s always reassuring to hear that we’ve helped.

Obviously, we can’t think of everything, so if there’s an aspect of your treatment, or anything about the whole process from booking to discharge where you think we could make any improvements, then please drop us a line so that we can look into it. Here’s the email address to use:

**Contact Email Address**

Complaints

Very occasionally, something might not go according to plan and you might wish to complain. We take complaints very seriously, so if you have concern about any aspect of your treatment, please let us know the full details as soon as possible. We will treat it seriously and do our best to deal with it as quickly as we can.

Where necessary, we will also make appropriate changes to the way we conduct our treatments.

You should make your complaint to the practice manager, either in person, by phone, by letter or in an email. Here are the contact details to use:

|  |  |  |
| --- | --- | --- |
| **Address** | **Telephone** | **Email** |
| Line1Line 2Line 3Postcode | Number | Email address |

The practice manager will look into your concern over the following few days and will aim to:-

* Find out what gave rise to your concern
* Explain or apologise, if this is appropriate
* Try to alter our procedures so that this problem does not arise again

**Mediation**

If you feel uncomfortable complaining directly to us or do not feel that your complaint has been resolved to your satisfaction, you can speak to the Academy of Physical Medicine on:

01933 328150

or by emailing them at:

hello@academyofphysicalmedicine.co.uk.

The Academy is an independent organisation who will try to help you resolve your complaint.

**The General Osteopathic Council**

If you wish to instigate a formal complaint with the regulatory body for osteopaths, there is a form on the General Osrteopathic Council’s website at:

www.osteopathy.org.uk/raise-a-concern/raising-a-concern/

* You can also contact the GOsC by telephone: 020 7713 5155

Many concerns can be resolved directly with the osteopath in question. The GOsC can deal with concerns such as:

 However, we want you to contact us immediately in any cases in which the osteopath is:

* acting in a dishonest, indecent or violent way
* working under the influence of alcohol or drugs
* having a personal relationship with a patient
* examining or treating a patient without their consent
* incompetent
* treating someone negatively based only on that person’s ethnicity, background, identity or protected characteristics

If you choose to submit a complaint it will initiate a formal, legal process which can take up to 2 years to complete.

The GOsC will first assess your complaint to discover whether:

* it falls under their jurisdiction
* it is serious enough to merit formal action
* there is sufficient evidence to support the complaint

Once the assessment process has been completed, and where appropriate, your complaint will be passed on to a tribunal, known as the Professional Conduct Committee.

This committee will conduct a hearing, usually in public, which you may attend. Both parties will be represented by solicitors or barristers.

You should note that, no matter what the outcome, the General Osteopathic Council cannot award compensation.

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