

We are
listening
to you

We will
make
changes

We are sorry you have reason for complaint.

We understand that you may feel uncomfortable complaining to the person caring for you and, for this reason, we have an arrangement with the following Osteopaths with whom we work closely:

Catherine Hamilton-Plant

Telephone: 01582 713648

Clare Richmond

Telephone: 01923 855884

If you feel uncomfortable complaining directly to the practice or do not feel that your complaint has been resolved to your satisfaction you could alternatively contact:

**Organisation Institute of Osteopathy
Complaints Resolution Service**

Telephone: 0800 110 5857

Email: IO@osteopathy.org

Please feel able to contact any of the above, who will be happy to discuss your concerns.

address: 53 Longcroft Lane AL8 6EB
tel: 01707 334 902
email: reception@yourOsteopath.co.uk
web: www.yourOsteopath.co.uk



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Complaints Procedure

**WELWYNGARDEN
OSTEOPATHS** | **yourOsteopath**
helping you to live a pain free life

**Barbara Grace
Stephen Perry**



Practice Complaints Procedure

Your feedback is important to us and helps us to shape our service for patients. We need to know when things go wrong, so we can learn from our mistakes and make improvements. Whilst we pride ourselves in the quality of care, support and dedication we offer our clients we appreciate there may be situations where you may consider we have not met your expectations. If you have a concern or complaint about any aspect of your treatment, please let us know as soon as possible. Make your complaint either in person, by phone, by letter or in an email. Please give full details of the matter and we will undertake to treat it seriously, deal with it promptly and learn from it by reviewing or, if appropriate, improving our standards.

The person responsible for dealing with concerns and complaints is:

Stephen Perry

53 Longcroft Lane AL8 6EB

Telephone: 01707 334 902

Email: reception@yourOsteopath.co.uk

How to complain

We hope that most problems can be sorted out quickly and easily, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and

you wish to make a complaint, we would like you to let us know as soon as possible – ideally within a matter of days, or at most a few weeks – this will enable us to establish what happened more easily. If it is not possible to do this, please let us have details of your complaint:

- Within six months of the incident that caused your problem – **or**
- Within six months of discovering that you have a problem, providing this is within twelve months of the incident.

What we will do if you make a complaint

- We will contact you as soon as possible and arrange a suitable time and method of discussing your concerns
- We will discuss with you actions that you would like us to take to resolve the issue
- We will investigate your complaint fully and provide you with a written response
- We will keep you informed throughout the process of the action we are taking and when you can expect to hear from us

When we look into your complaint, we shall aim to:

- 1 Find out what happened and what went wrong.
- 2 Make it possible for you to discuss the problem with those concerned, if you would like this.

- 3 Make sure that you receive an apology where this is appropriate.
- 4 Identify what we can do to ensure that the problem does not arise again.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we need to know that you have their permission to do so. We therefore require a note signed by the person concerned, unless they are incapable of providing this.

Complaining to the Registering Body

If you are concerned about safety and would like to make a formal complaint with the regulatory body, contact the General Osteopathic Council. Please note that the General Osteopathic Council cannot award compensation.

You should contact:

General Osteopathic Council Regulation

Osteopathy House
176 Tower Bridge Road,
London SE1 3LU

Telephone: 0207 357 6655 ext 224

Email: regulation@osteopathy.org.uk