

COMPLAINTS PROCEDURE

As practitioners we have a responsibility to deal appropriately and effectively with any concerns and complaints that patients may have and to resolve them.

Your feedback is therefore important to 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 a complaint about the level of care you have received from an osteopath or any member of staff, please let us know;

- Karen Robinson (the principal of the Clinic) deals with any complaints however, if your complaint is about Karen and you do not want to talk or write to her directly, please contact Deborah Smith at the Clinic.
- If a complaint is received we will investigate fully and during the following few days aim to:-
 - Arrange a time to discuss or meet with you and the person dealing with the complaint, in order to ascertain what actions you would like us to take to resolve the issue.
 - Find out what happened and what went wrong.
 - Make sure you receive an explanation and apology where appropriate.
 - Investigate fully and provide a written response if appropriate.
 - Keep you informed throughout the process of the action we are taking and when you can expect to hear from us.
 - Identify what we can do as a practice to ensure that this concern does not arise again.
- If you are complaining on behalf of someone else, we will need a note of consent from the person concerned.
- If you are uncomfortable complaining directly to the practice, we have an arrangement with another osteopath who would be willing to deal with your complaint. This is:- Maria Costello at Stevenage Osteopathic Clinic, 109 High Street, Stevenage, Herts SG1 3HS. Tel: 01438 422760
- **The person for dealing with complaints in this practice is Karen Robinson**

Should you feel that your complaint has not been handled appropriately you can also contact the following:

Organisation	Institute of Osteopathy Complaints Resolutions Service
Telephone	0800 110 5857
Email	IO@osteopathy.org

All osteopaths are registered and regulated by the General Osteopathic Council.