

Hadlow Osteopathic Clinic

Henley House, Maidstone Road, Hadlow, Kent, TN11 0DH Tel: 01732 850836

Patient Complaints Procedure

At Hadlow Osteopathic Clinic we are determined to offer our patients a top quality professional service. If for some reason you have a complaint or a concern about the service you have received please let us know. We take complaints very seriously and continually strive to improve the quality and standards of the service that we provide. Patient feedback is important to us and helps us develop and improve. We offer a four step procedure;

Step one

We hope that most problems can be resolved promptly and efficiently, often at the time they arise and with the person concerned. If this is not possible please ring the receptionist on **01732 850836** and be clear that you wish to make a complaint. The osteopath in question will call you back as soon as possible which may be at the end of the clinic session or at the end of the day. Please give your practitioner the first opportunity to answer your concerns. Many concerns arise from misunderstandings and it is helpful to discuss these with your osteopath in the first instance.

Step Two

If your problem cannot be resolved in this way and you wish to make a formal complaint, we would like you to let us know **as soon as possible** in writing. When lodging your complaint, please be as specific as possible, including all the facts that you consider to be relevant.

Complaints should be addressed to the practice principal, Mr. Robert Thomas. Alternatively, you may ask for an appointment with Mr. Thomas to discuss your concerns. He will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly and effectively. We will acknowledge your complaint in writing within five working days and will keep you informed at every stage and work with you to find a solution to the concern. Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed to authorize the complaint on their behalf.

Step Three

If communication is difficult we can ask for an impartial osteopath or healthcare professional to mediate and again help to find a solution to your concern.

Step Four

Ultimately we hope that if you have a concern you will use our internal clinic complaints procedure. However, if for any reason you feel that the clinic complaints procedure has not resolved the situation sufficiently then you may contact the General Osteopathic Council (GOsC) the professions' regulatory body. To discuss any concerns or complaints you may have about your osteopathic treatment, please telephone **020 7357 6655 Ext 224** during office hours or e-mail at regulation@osteopathy.org.uk.

Before contacting the GOsC please read the attached information '**How to complain about an osteopath**'