

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**

01582 713648

**Clare Richmond**

01923 855884

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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Registered in England and Wales Number 4871899

## Complaints Procedure

WELWYNGARDEN  
OSTEOPATHS

yourOsteopath  
helping you to live a pain free life



Barbara Grace  
Stephen Perry  
Rob Ballard

## Practice Complaints Procedure Explanatory Leaflet

If you have a complaint or concern about the level of service you have received from an Osteopath or any other member of staff working within this practice, please let us know.

### 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.

Complaints should be addressed to Stephen Perry or any of the Osteopaths. Alternatively, you may ask for an appointment with Stephen or Barbara in order to discuss your concerns. He/she will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It would be a great help if you could be as specific as possible about your complaint.

### What we shall do

We shall acknowledge your complaint within two working days and will aim to look into the matter within ten working days of the date when you raised it with us. We will then be in a position to offer you either an explanation, or a meeting with the people concerned.

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

We hope that if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong, together with the opportunity to improve our practice. This does not affect your right to approach the General Osteopathic Council if you feel that either you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

You should contact:

#### **General Osteopathic Council**

Osteopathy House  
176 Tower Bridge Road,  
London SE1 3LU

Telephone 020 7357 6655 for further advice.