

If you have a complaint or a concern about the service you have received from the student practitioner, tutor or any of the staff working in this clinic, please let us know. We take complaints very seriously and continually strive to improve the quality and standards of the service that we provide.

We hope that most problems can be resolved promptly and efficiently, often at the time they arise and with the person concerned. If your problem cannot be resolved in this way and you wish to make a complaint, we would like you to let us know **as soon as possible**, ideally on the day. The sooner we hear a complaint the sooner we can speak to the relevant people to establish exactly what happened. When lodging your complaint, please be as specific as possible. In any event, please let us have details of your complaint within 6 months of the incident or within 6 months of discovering that you have a problem, providing this is within 12 months of the incident.

Complaints should be addressed to the Corporate Operations Manager, Mr Ian Fraser, or the Vice Principal, Mr Graham Sharman. Alternatively, you may ask for an appointment with Mrs Claudia Knox to discuss your concerns. She 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 two working days and aim to have instigated an investigation within ten working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

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 authorise you to complain on their behalf.

Complaining to the General Osteopathic Council (GOsC)

We hope that, if you have a problem, you will use our clinic complaints procedure. However, if for any reason you feel that the clinic complaints procedure has not resolved the situation, then you may contact the GOsC, which is the governing body for osteopaths. To discuss any concerns or complaints you may have about your osteopathic treatment, please telephone the General Osteopathic Council on 020 7357 6655 Ext 224 during office hours or e-mail at regulation@osteopathy.org.uk