

## Providing Feedback, Suggestions and How to Make a Complaint

We are committed to providing a high standard of care to all patients who attend our clinic and welcome feedback and comments about the service we provide.

### Providing Feedback and Suggestions

Whether the feedback is positive or you wish to offer a suggestion as to how you feel we could improve the service we offer, we would value your input.

This can be done by completing a Patient Feedback Form which can be found in the ESO clinic reception, or on our website [www.eso.ac.uk/clinic](http://www.eso.ac.uk/clinic).

It is always preferable to know who has provided the feedback so we would appreciate you providing your details. However, we do understand if you would rather provide feedback anonymously. Please note that any feedback or suggestions provided will not have a detrimental effect on the treatment or service we continue to provide for you here at the clinic.

### Complaints

On occasion, we may not meet an individual's level of satisfaction and if you are concerned about the care or service you have received from us we would like to know. We take complaints very seriously and continually strive to improve the quality and standards of the service that we provide.

### Informal Complaint

We hope that most problems can be resolved promptly and efficiently, often at the time they arise and with the person concerned. This may be your student practitioner, tutor or receptionist.

### Formal Complaint

If your problem cannot be resolved informally and you wish to make a complaint, we would like you to let us know ***as soon as possible***

Complaints should normally be made within 6 months of the event or within 6 months of realising there is a problem but within 12 months of the initial incident.

The **ESO Clinic Patient Complaint Procedure and Complaint Form** can be obtained by calling the clinic administration office on 01622 685913 or by e-mailing the Clinic Administrative Manager [margaretgamble@eso.ac.uk](mailto:margaretgamble@eso.ac.uk).

### 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](mailto:regulation@osteopathy.org.uk)