

Patient Complaints Procedure

The ESO is committed to providing a high standard of care to all patients who attend our clinic.

However, 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.

Step 1 Tell us about your concern and we will do our best to sort it out.

The quickest and best way to get help with your concerns is to speak directly to your practitioner, tutor or reception staff. This can be done in person at the time of the event, or please telephone the clinic on 01622 685913 and tell the receptionist that you have a concern and wish to discuss this urgently. Your call will be logged by the receptionist and a senior member of the clinic team will call you back ASAP (usually within 24 hours).

The person you speak to will want to know the full details of your concern. It may be possible to resolve the issue immediately. However this may not be the case because more information needs to be collected, notes obtained, or practitioners contacted. You will be told who will deal with your concern and how quickly you can expect a response and, in any event, we will aim to respond to your concern within one week.

Step 2 Make a formal complaint to the Clinic Administration Manager.

If you are unhappy with the response you receive from step one, then you please address your complaint to the Clinic Administration Manager.

Clinic administration manager
European School Osteopathy
104 Tonbridge Road
Maidstone
ME16 8SL

or by e-mail to clinic@eso.ac.uk

Your concern will be acknowledged in writing. The Clinic will contact you at no less than weekly intervals to inform you of the progress of any investigation. You will be informed in writing of the outcome of the investigation.

Step 3: Appeal Process.

If for any reason you are not satisfied with the outcome of Step 2, you have a right to appeal. Any appeal should be made in writing, within 10 working days of receipt of the Step 2 outcome, to The CEO, European School of Osteopathy, Boxley House, The Street, Boxley, Maidstone. ME14 3DZ or via email ceo@eso.ac.uk

- Your appeal should clearly state the reason/s for your dissatisfaction with the Step 2 outcome.
- The Clinic Administration Manager will provide the CEO with all the relevant documentation for review. If it is not possible for the appeal to be resolved using this documentation alone, the CEO may direct that further investigation and evidence is required. This may necessitate a hearing at which the patient and/or your representative and any other persons involved may be requested to attend.
- The outcome of the appeal process will be communicated in writing directly to you by the CEO and normally within 20 working days of the receipt of the appeal. If any delay to this timescale is anticipated, you will be informed.
- The outcome of the appeal will be:
 - 1) The complaint is upheld.
 - 2) The complaint is rejected.

The appeal decision is final.

Step 4 Professional registration body

If you feel our internal clinic complaints procedure has not resolved the situation sufficiently then you may contact the General Osteopathic Council (GOsC), the profession's regulatory body.

regulation@osteopathy.org.uk

General Osteopathic Council
176 Tower Bridge Road
London
SE1 3LU
UK

0207 357 6655 Ext 224 during office hours