

Queen Charlotte Street and Wells Road Osteopaths **Complaints Procedure**

At our clinics we strive for professional clinical excellence and to put our patients care first. We value your feedback about the things we already do really well and would like to hear from you if you think we could improve our service. We always value your feedback.

If you have a complaint or concern about the level of care you have received from an Osteopath or any member of staff, please let us know.

If we have exceeded your expectations, we would also like to hear from you so we can implement it in our other clinics.

Our promise to you is that we shall:

- **Treat your feedback or complaint seriously**
- **Work to resolve your complaint promptly and in confidence**
- **Learn lessons and use them to review and where appropriate improve our service**

STEP 1 – At the Clinic

Make your complaint to the practice manager in person, by phone

Queen Charlotte Street - 0117 9227788
Wells Road Clinic – 0117 9710221
Sneyd Park clinic – 0117 9685107

in an email- info@southbristolosteopaths.co.uk

by letter to:

The Osteopathic Clinic
57, Queen Carlotte Street
(off Queen Square)
Bristol
BS1 4HQ

If you telephone us or speak to us in person, the complaint will be logged and whoever takes your call will attempt to resolve the issue for you. If you are not satisfied, we will tell you when it is likely that the Osteopath/practice manager will be free to ring you to discuss the matter or invite you to come to the practice to do so.

We will investigate your complaint during the following few days and will aim to:-

- Find out what happened and what went wrong
- Make sure you receive an explanation and apology if this is appropriate
- Deal with your complaint and reach an amicable solution
- Identify what we can do as a practice to ensure that this problem does not arise again

STEP 2

The institute of Osteopathy Complaints Resolution Service

If you do not feel that your complaint has been resolved to your satisfaction you can talk to an independent source about it by ringing the

The institute of Osteopathy
Freephone 01582 488455,
or email enquiries@osteopathy.org

Speak to either Georgina Leelodharry or Catherine Goodyear

STEP 3

General Osteopathic Council

If you are concerned about safety and you wish to instigate a formal complaint with the regulatory body, the General Osteopathic Council can be contacted on 020 7357 6655 x224

****Please note that the General Osteopathic Council cannot award compensation.**