

Complaints Procedure

Step 1

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

Our promise to you is that we shall:

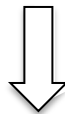
- Treat your complaint seriously
- Work to resolve your complaint promptly and in confidence
- Learn lessons and use them to review and where appropriate improve our service

In the first instance, make your complaint to the **receptionist or practice principal** either in person, by phone or by letter or in an email (receptionist@hawkhurstosteopaths.com).

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 **practice principal** 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

General Osteopathic Council (G.Os.C)

www.osteopathy.org.uk/home

If you have a concern or an enquiry about an osteopath, or about treatment you have received, you can contact the General Osteopathic Council (our regulatory body) as follows:

Phone: 0207 357 6655 Ext 224

Email: regulation@osteopathy.org.uk

G.Os.C website: <https://www.osteopathy.org.uk/raise-a-concern/raising-a-concern/>

Please note that the General Osteopathic Council cannot award compensation