

NEW FOREST OSTEOPATHY

Relieve Prevent Perform

Complaints Procedure

Step 1: Complaint Resolution - New Forest Osteopathy Internal resolution

If you have a complaint or concern about any aspect of your treatment, please let me know as soon as possible. Please give me full details of your complaint and I will undertake to deal with it promptly and learn from it by reviewing or, if appropriate, improving my standards.

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

1. Find out what happened and what went wrong
2. Make sure you receive an explanation and an apology if this is appropriate
3. Identify what I can do to ensure that this problem does not arise again
4. How to contact me:
 - By phone: 07523 861252
 - By email: greg@newforestosteopathy.co.uk

Step 2: Complaint Resolution – Institute of Osteopathy Complaints Resolution Service

If you feel uncomfortable complaining directly to me or do not feel that your complaint has been resolved to your satisfaction, you can speak to the Institute of Osteopathy by ringing the Institute of Osteopathy on 01582 488 455 or emailing enquiries@iosteopathy.org

Step 3: Complaint Resolution – General Osteopathic Council resolution

If following the Institute of Osteopathy Resolution Service the matter has not been resolved to your satisfactory level, you may decide to contact the fitness to practice department at the General Osteopathic Council. They will be able to advise you on the most appropriate course of action. More information about making a complaint can be found on the General Osteopathic Council Website (<https://www.osteopathy.org.uk/standards/complaints/>)

- How to contact the General Osteopathic Council (GOsC)

By mail:
OSTEOPATHY HOUSE
176 TOWER BRIDGE ROAD
LONDON
SE1 3LU

By phone:
020 7357 6655

Please note that the General Osteopathic Council cannot award compensation.