

COMPLAINTS POLICY

We strive to provide you with a high standard of professional care. If you have any concerns about the care that we have provided we would like to hear about it. This will give us the opportunity to improve our service.

Some patients may experience temporary adverse reaction to treatment, including some pain and stiffness. This is normal, but if you experience a reaction that we have not told you may occur, or if it lasts longer than expected, please tell us immediately.

If the reaction you are experiencing is not normal we will be able to advise or treat you, as appropriate. If it is normal we will be able to reassure you.

Nominated Complaints Handler (NCH)

You are welcome to raise any concerns with us directly but we understand that some patients may not wish to do so. Therefore, to assist you, we have arranged for another osteopath to act as our Nominated Complaints Handler (NCH), to investigate your concerns impartially.

Our NCH is:	Mr Thomas Cree
Telephone:	01423 561566
Email:	tomcree@hotmail.com
Postal address:	Tom Cree & Associates 100 Station Parade Harrogate HG1 1HQ
Our contact details are:	Wetherby Osteopaths
Telephone:	01937 584775
Email:	practice@wetherbyosteopaths.co.uk
Postal address:	24 York Road Wetherby LS22 6SL

How to contact us:

We welcome contact by telephone, letter or email. If you write to us, we will assume that you wish us to contact you by letter, unless you indicate that we may telephone you. Please bear in mind that an osteopath cannot interrupt treatment of another patient to answer telephone calls, so please arrange a convenient time with the receptionist when we can return your call.

What will happen next::

Investigation of your concerns will take the following steps. The time taken to complete each step may vary depending upon the individual facts of the complaint but will usually be within two working days.

1. If you telephone with a concern we will return your telephone call at the time specified by you or, if this is not possible, within one working day.
2. If you have raised your concerns by letter, we will write to acknowledge your complaint.
3. If you raise your concerns directly with us, we will invite you to the practice so that we can discuss your concerns in person. If you do not wish to attend a meeting, we will discuss your concerns by telephone, unless you wish to correspond by letter only. Then we will write to you setting out our response to your concerns.
4. If you raise your concerns with the NCH,
 - (a) the NCH will investigate your complaint and then contact you. The NCH may need you to clarify or expand on the details of your complaint and may need to have sight of your osteopathic records. You may, therefore, need to provide your consent to the NCH to read your notes. The NCH will inform you if this will be necessary; and
 - (b) when the NCH has completed the investigation, the NCH will contact you to invite you to a meeting to discuss your concerns. If you do not wish to attend a meeting, the NCH may telephone you. If you wish to correspond by letter only, the NCH will write to you setting out the results of the investigation.
5. If a meeting or telephone discussion is held, you will receive a letter confirming the outcome of the meeting/discussion and any solutions that have been agreed.
6. You may, at any time, make a complaint to our Regulatory Body, the General Osteopathic Council, Osteopathy House, 176 Tower Bridge Road, London SE1 3LU telephone – 0207 357 6655