



Complaints Procedure

If you have a complaint or concern about any aspect of your *treatment*, please let me know as soon as possible. If you have a complaint about the level of care you have received from another member of the Ninesprings team then please discuss this with the Receptionist or Practice Manager in person, by phone or in an email (kelda@ninespringsclinic.org) or by letter.

Please give me full details of your treatment complaint and I will undertake to treat it seriously, deal with it promptly and learn from it by reviewing or, if appropriate, improving our standards.

Make your complaint to me either in person, by phone, by letter or in an email (osteopath14@me.com)

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

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 Freephone 0800 110 5857 or emailing enquiries@osteopathy.org

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 0207 3576655.
Please note that the General Osteopathic Council cannot award compensation.