



Complaints Procedure - Patients

Your feedback is important to us and helps us to shape our service for patients. We need to know when things go wrong, so we can learn from our mistakes and make improvements.

Whilst we pride ourselves in the quality of care, support and dedication we offer our clients we appreciate there may be situations where you may consider we have not met your expectations. If you have a concern or complaint about any aspect of your treatment, please let us know as soon as possible. Make your complaint either in person, by phone, by letter or in an email. Please give full details of the matter and we will undertake to treat it seriously, deal with it promptly and learn from it by reviewing or, if appropriate, improving our standards.

The person responsible for dealing with concerns and complaints is:

Name and Position	Jackie Gowland – Principal Osteopath
Address	Blackfen Osteopathic Clinic, 32 Wellington Parade, Blackfen Road, Blackfen DA15 9NB
Telephone	0208 298 9064
Email	jackie@blackfenosteopathy.co.uk

If you feel uncomfortable complaining directly to the practice or do not feel that your complaint has been resolved to your satisfaction you could alternatively contact:

Bower Farmhouse Osteopathic Group	Members of this group have agreed to act as mediators for each other in the case of a complaint against another member	
Members	Tanya McCleish Clinic name	Contact details will be provided on request
	Simon Boyd Clinic Name	Contact details will be provided on request
	Jackie Gowland Blackfen Osteopathic Clinic	Phone No - 0208 298 9064 Email- jackie@blackfenosteopathy.co.uk
Organisation	Institute of Osteopathy Complaints Resolution Service	
Telephone	0800 110 5857	
Email	IO@osteopathy.org	

What we will do if you make a complaint.

- ❖ We will contact you as soon as possible and arrange a suitable time and method of discussing your concerns
- ❖ We will discuss with you actions that you would like us to take to resolve the issue
- ❖ We will investigate your complaint fully and provide you with a written response
- ❖ We will keep you informed throughout the process of the action we are taking and when you can expect to hear from us



The investigation of your complaint during the following few days will aim to:-

1. Find out what happened and what went wrong
2. Make sure you receive an explanation and an apology where appropriate
3. Identify what I can do to ensure that this problem does not arise again

If you are concerned about safety and would like to make a formal complaint with the regulatory body contact the General Osteopathic Council. Please note that the General Osteopathic Council cannot award compensation.

Organisation	General Osteopathic Council Regulation Department
Telephone	0207 357 6655 ext 224
Email	regulation@osteopathy.org.uk