



## Complaints Handling Policy

The Acupuncture & Physiotherapy Practice is committed to providing a high-quality physiotherapy service to all patients. If however something goes wrong, we want to know about it and are grateful if you suggest to us how to improve our standards.

We value our relationships with patients and will endeavour to address any complaint to your satisfaction.

If you have a complaint of any sort, please contact Carolyn Edwards the lead physiotherapist with the details and she will address it in the way set out below. The point of having this procedure is so that you know how and when the practice will respond to you.

- If you would like to speak to Carolyn about a complaint that you have, then please just ring the practice for an initial discussion.
  - If for any reason Carolyn is not available please leave a message and she will call you back as soon possible within one working day.
- If you would prefer to write (by email or letter) then please set out the details of your complaint. It would help if you could detail:
  - A brief background leading up to the complaint.
  - Precisely what your complaint is.
  - What action you would like us to take to resolve it.
  - Leave your contact telephone number and/or address with postcode.
- Upon receiving this we will acknowledge receipt of your complaint as soon as possible within three working days of receiving it, enclosing a copy of this procedure (by way of a reminder).
- Carolyn will then investigate your complaint completing the investigation within ten working days of receiving the complaint.
- If appropriate, you will be invited to the practice to discuss the issue. The aim of this meeting being to:
  - Resolve all complaints in a fashion that is amicable and to the satisfaction of all.
  - Learn from the process and if required, make reasonable adjustments to working practices/ procedures to accommodate the complainant.
- Unfortunately not all complaints will result in a satisfactory conclusion, and if we are unable to do this then Carolyn will arrange for another Chartered Physiotherapist to review the matter, or you can contact the Health Professions Council for further advice.

March 2014