

# Align With Caroline – Align Healthcare

## Complaints Procedure

### Step 1

If you have a complaint or concern about the level of care you have received from your osteopath or any member of staff, please let us know

Our promise to you is that we shall:

- Treat your complaint seriously
- Work to resolve your complaint promptly and in confidence
- Learn lessons and use them to review and where appropriate improve our Service

Make your complaint to Caroline Clifford-Smith either in person, by phone or in an email ([caroline@alignhealthcare.co.uk](mailto:caroline@alignhealthcare.co.uk)) or by letter.

If you telephone us or speak to us in person, the complaint will be logged and we will attempt to resolve the issue for you. If you are not satisfied, we will speak with you again either on the phone or invite you to come to the practice to do so.

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

- Find out what happened and what went wrong
- Make sure you receive an explanation and apology if this is appropriate
- Deal with your complaint and reach an amicable solution
- Identify what we can do as a practice to ensure that this problem does not arise again

### Step 2

#### **British Osteopathic Association Complaints Resolution Service**

If you do not feel that your complaint has been resolved to your satisfaction you can talk to an independent source about it by ringing the Institute of Osteopathy on Freephone 0800 110 5857, or email [enquiries@osteopathy.org](mailto:enquiries@osteopathy.org)

### Step 3

#### **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.