

Complaints Procedure

Name of Clinic: Wedmore Physiotherapy

Complaints Handling Policy

I am committed to providing a high-quality physiotherapy service to all my patients but when something goes wrong, I want to know about it and I would be grateful if you would tell me to help me to improve my standards.

I greatly value my relationship with you and I endeavour to address any complaint to your satisfaction.

If you have a complaint (any complaint) then please contact me with the details and I will address it in the way set out below. The point of having this procedure, is so that you know how and when I will respond to you.

- If you would like to speak to me about a complaint that you have, then please just ring me, for an initial discussion.
 - If for any reason, I am not available, just leave a message and I will call you back as soon as we can but certainly within five working days.
 - I may during discussions ask you to put your complaint in writing to me, as this can often make it easier to address the complaint.

- If you would prefer (or if you have agreed) 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
 - Who was involved
 - Precisely what your complaint is
 - What action you would like us to take to resolve it

- Upon receiving this I will acknowledge receipt of your complaint as soon as I can but certainly within five working days of receiving it, enclosing a copy of this procedure (by way of a reminder).

- I will then investigate your complaint which will normally involve:
 - Completing my investigation within one week of receiving the complaint.

- If at all possible (and if appropriate) I will invite you to discuss the issue. My aim being to:
 - Resolve all complaints in a fashion that is amicable and to the satisfaction of all
 - Learn from the process.
 - Retain my relationship with you.

- I do however accept that unfortunately not all complaints will result in a satisfactory conclusion, and if we are unable to do this then we will either:
 - Arrange for an appropriate alternative such as another Chartered Physiotherapist to review the matter.
 - **OR**
 - Suggest that you contact the Health Care Professions Council.