

Complaints Procedure - Patient Information

The Point Clinic is committed to providing a high quality service to all patients. We welcome any feedback comments or suggestions about the services on offer. We recognise that there may be occasions when patients may wish to complain about some aspect of the service which has been offered or received. If you feel you wish to discuss an issue, or indeed make a complaint, we would kindly ask that you bring this to the attention of Katie Brooks, The Practice Manager or a member of The Point Clinic staff as soon as possible. The complaints procedure ensures that your complaint will be dealt with as quickly as possible. If a patient wishes to make a complaint, give feedback and suggestions and request how to do so please advise that they are welcome to complete a feedback and suggestion slip at the entrance of the clinic and post in the yellow box. They are also welcome to email katie@thepointclinic.com or if we do receive an email via the enquires email address please then forward this to katie@thepointclinic.com.

Verbal Complaints

If you wish to speak to someone about an aspect of The Point Clinic service, please try to do so as soon as possible, preferably before you leave the clinic premises. The Point Clinic staff will make every effort to resolve your complaint as quickly as possible. If your concerns are not resolved to your satisfaction, you will be advised on the process to make a formal written complaint.

Written Complaints

All written complaints should be addressed to Katie Brooks, Practice Manager. Please describe as fully as you can the nature of your complaint stating the following information:

- What you are unhappy about
- When the incident took place
- What clinic staff were present at the time

Your complaint will be acknowledged in writing within two working days, unless a full reply can be sent within five working days.

The Point Clinic will carry out a full investigation of the nature of your complaint and offer to meet with you in order to resolve the issue/s.

You will receive a full response within twenty working days of the complaint being received. If a full response cannot be given within twenty working days, Katie Brooks, Practice Manager will write to you to explain the reason for the delay.

You will receive a full written response within five days of a conclusion being reached.

General Osteopathic Council

If you are still unhappy about the outcome of your complaint, you may wish to contact the General Osteopathic Council, or the Institute of Remedial and Sports Massage. These are the regulatory bodies for the services currently offered at The Point Clinic.

The General Osteopathic Council can be found via www.osteopathy.org.uk

The Institute of Remedial and Sports Massage can be found via www.isrm.com

The Association of Reflexologists can be found via www.aor.org.uk

Please be assured that The Point Clinic will deal with all complaints confidentially and following investigation, will consider making changes to the clinic service to improve the services on offer to all patients.