

## Broadwater Osteopathic Practice - Making a complaint

If for any reason you are unhappy with any part of your treatment or care here at the practice we are keen to be told about it so we can improve the service we offer.

Any complaints should be made as soon as possible whilst matters are still fresh in your mind.

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

### Step 1

Make your complaint to the receptionist or practice principal either in person, by phone or in an email ([info@bop.uk.net](mailto:info@bop.uk.net)) or by letter addressed to:

The Practice Manager, Broadwater Osteopathic Practice, 2 Sompting Road, Worthing BN14 9EP

If you telephone us or speak to us in person, the complaint will be logged and whoever takes your call will attempt to resolve the issue for you. If you are not satisfied, we will tell you when it is likely that the principal/practice manager will be free to ring you to discuss the matter 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 British Osteopathic Association on Freephone 0800 110 5857, or by email ([boa@osteopathy.org](mailto:boa@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