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## **PRACTICE COMPLAINTS PROCEDURE**

If you wish to complain about our service, please let us know. We welcome feedback about the service we provide. We have a practice complaints procedure to help resolve problems quickly.

### **HOW TO COMPLAIN**

Most problems are best resolved when they arise. However, if you wish to make a more formal complaint then please do this as soon as possible, preferably within a few days to enable us to address the matter promptly. Complaints should be addressed to:

Dr. M. Young

Alternatively, you may ask for an appointment with:

Miss R. Cartwright, Practice Manager

Please be as specific as possible about the complaint which you wish to make, to allow us to investigate the matter thoroughly.

### **THE ACTION WE WILL TAKE**

Normally, we will acknowledge your complaint within two working days and give you an explanation or arrange a meeting within ten working days.

### **COMPLAINING ON BEHALF OF SOMEONE ELSE**

We observe strict rules of confidentiality. If someone is complaining on your behalf we will require written authority from you so that he/she can act on your behalf.

### **HOW ELSE CAN I COMPLAIN?**

If you do not wish to use our Practice Complaints Procedure, please see below for details of the professional association or statutory regulator to whom you may direct your complaint.

The British Chiropractic Association,  
59 Castle Street,  
Reading,  
Berkshire,  
RG1 7SN  
Tel: 0118 950 5950  
Email: satjit.singh@chiropractic-uk.co.uk

which will investigate the complaint on your behalf.

If the complaint remains unresolved, you may refer the matter to the profession's statutory regulator,

The General Chiropractic Council,  
44 Wicklow Street,  
London.  
WC1X 9HL  
Tel: 020 7713 5155  
Email: Enquiries@gcc-uk.org.