

Complaints Procedure – January 2024

It is always easier to resolve a problem straight away, so if you have a concern or complaint about the level of care you have received, please let me know as soon as possible and give me the chance to put things right.

My promise to you is that I 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 my service

Make your complaint:

- By telephone: 07714 239636
- By email: peacheytherapyclinic@gmail.com
- By letter: Natasha Peachey, Peachey Therapy Clinic, 108 Oxfangs Road, Edinburgh, EH10 7AZ
- In person: at the above address

Whichever method you use I will make sure that your complaint is recorded in your case notes, and I will try to resolve the problem as quickly as possible.

I 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 I can do as a practice to ensure that this problem does not arise again



If you feel uncomfortable complaining directly to me or 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@iosteopathy.org. The Institute of Osteopathy is the representative body for UK osteopathy.



If you are concerned about safety, competency or professional conduct of your osteopath the regulatory body, the General Osteopathic Council, will advise on the next steps to instigate a formal complaint at <https://osteopathy.org.uk/standards/complaints/>, telephone 0207 357 6655 ext 224 or email regulation@osteopathy.org.uk. Please note that the General Osteopathic Council cannot award compensation.



If you are concerned about safety, competency or professional conduct of your podiatrist the regulatory body, the Health and Care Professions Council, will advise on the next steps to instigate a formal complaint at <https://www.hcpc-uk.org/concerns/raising-concerns/>, telephone 0207 840 9814 or email ftp@hcpc-uk.org. Please note that the Health and Care Professions Council cannot award compensation.