

**Laura Faithfull
Osteopath**

Complaints Policy

If you have a complaint or concern about any aspect of your treatment, please let me know as soon as possible.

Please give me full details of your complaint and I will undertake to treat it seriously, deal with it promptly and learn from it by reviewing or, if appropriate, improving my standards.

Make your complaint to me either:

in person

by telephone call/voicemail message (07766 140740)

or in an email (laura@communityosteopaths.co.uk)

I will investigate your complaint during the subsequent 48 working hours (not including holidays) and will aim to:

1. Find out what happened and what went wrong
2. Make sure you receive an explanation and an apology if this is appropriate
3. Identify what I can do to ensure that this problem does not arise again



Institute of Osteopathy Complaints Resolution Service

If you feel uncomfortable complaining directly to me or do not feel that your complaint has been resolved to your satisfaction, you can speak to the Institute of Osteopathy by ringing Freephone 0800 110 5857 or emailing enquiries@iOsteopathy.org.



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.