



The Greenhill Practice

Laurence J.Kirk DO.BSc (Hons)Ost.Med .
Elizabeth Simmons DO.BSc (Hons)Ost.Med

5 Chapel Street
Stratford upon Avon
Warwickshire
CV37 6EP
Telephone: **01789 267888**

Registered Osteopaths

email: info@greenhill-osteopath.co.uk
web: www.greenhill-osteopath.co.uk

Complaints procedure

STEP 1

If you have a complaint or concern about the level of care you have received from an osteopath or any member of staff, please let us know

Our promise to you is that we shall:

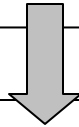
- Treat your complaint seriously
- Work to resolve your complaint promptly and in confidence
- Learn lesson and use them to review and where appropriate improve our service

Make your complaint to the practice principal or practice manager in person, by phone, or in an email:
(info@greenhill-osteopath.co.uk)

If you telephone to speak to us in person, the complaint will be logged and whoever takes the 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 or 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 has 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

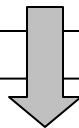


STEP 2

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 email:

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 020 7357 6655

Please note that the General Osteopathic Council cannot award compensation