



Complaints Procedure

Option 1

If you have a complaint or concern about the level of care you have received while at Greenfields Osteopathic Practice, 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 lessons and use them to review and, where appropriate, improve our service

Make your complaint to John Atyeo, Registered Osteopath, Greenfields Osteopathic Practice, either in person, by phone, by letter or in an email (john@greenfieldsosteopathy.co.uk).

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 John Atyeo 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

Option 2

Institute of Osteopathy - Complaints Resolution Service

If you feel uncomfortable complaining directly to Greenfields Osteopathic Practice or do not feel that your complaint has been resolved to your satisfaction, you can speak to the Institute of Osteopathy on 0800 110 5857.

Option 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.

Greenfields Osteopathic Practice



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Document control

Version	Author	Review date	Content / changes
1.0	John Atyeo, Registered Osteopath, Greenfields Osteopathic Practice	9/8/2018	Final version of complaints procedure

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I'M REGISTERED

Registration no. 5532

www.osteopathy.org.uk