

W 1 Health

Room 503/5th Floor, Linen Hall, 162-168 Regent Street, London, W1B 5TF

COMPLAINTS HANDLING POLICY

I am committed to providing high-quality treatment to all my patients as I greatly value my relationship with you. If you have a complaint or concern about any aspect of your treatment, please let me know as soon as possible. I undertake to treat any complaint seriously, deal with it promptly, and learn from it by reviewing my practices or if appropriate, improve my standards.

If you would like to make a complaint, I would initially request you contact myself in person, by telephone, letter or email.

Osteopath: Nicky Ellis

Tel: 07599 345 843

Email: info@nickyellis.org

It would be useful if you could include the following information in your complaint.

- A brief background leading up to the complaint
 - Precisely what your complaint entails
 - What action you would like me to take to resolve it
- 

On receipt of your complaint, I will aim to investigate your complaint during the following 3-5 working days and will aim to:

- Find out what happened and what went wrong
 - Ensure you receive an explanation and if appropriate, an apology
 - Identify what we can do to avoid this problem arising again.
- 

If you feel uncomfortable complaining directly to myself or do not feel that your complaint has been resolved to your satisfaction, you can speak to my professional body:

- Institute of Osteopathy Complaints resolution service
 - Free phone: 0800 110 5857
 - Email: enquiries@iosteopathy.org
- 

If the situation has still not been resolved to your satisfaction, and you wish to instigate a formal complaint with the regulatory body, then please contact my regulatory body:

- General Osteopathic Council (GOsC)
- Tel: 0207 357 6655.
- Website: www.osteopathy.org.uk
- *Please note that the GOsC cannot award compensation.