



### COMPLAINTS HANDLING POLICY

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

If you would like to make a complaint, we would initially request you contact the practitioner concerned either: in person, by telephone, letter or email.

Osteopath: Nicky Ellis  
Tel: 07599 345 843  
Email: [info@nickyellis.org](mailto:info@nickyellis.org)

Chartered Physiotherapist: Sudhir Daya  
Tel: 07543 533 497  
Email: [info@integratedh.com](mailto:info@integratedh.com)

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 us to take to resolve it



On receipt of your complaint we 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 the practitioner or do not feel that your complaint has been resolved to your satisfaction, you can speak to the practitioner's professional body:

British Osteopathic Association Complaints resolution service  
Free phone: 0800 110 5857  
Email: [boa@osteopathy.org](mailto:boa@osteopathy.org)

PhysioFirst  
Tel: 01604 684960  
Email: [www.physiofirst.org.uk](http://www.physiofirst.org.uk)



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

General Osteopathic Council (GOsC)  
Tel: 0207 357 6655.

Fitness to Practice Department  
Health and Care Professions Council  
Tel: 0207 840 9818  
Website: [www.hcpc-uk.org](http://www.hcpc-uk.org)

Please note that the GOsC cannot award compensation.

