

# SATISFACTION AND COMPLAINTS PROCEDURE

---

Welcome to the office of Saltash Chiropractic Clinic and an exciting future of health and wellness. Everyone in the team is committed to providing exemplary chiropractic care in a safe, fun, relaxed and educational environment and we look forward to sharing this with you.

What we value above all is your satisfaction in our service. As such, whilst thankfully it is rarely required, we do wish to take this opportunity to outline our procedure to address any concerns or complaints you may have in the future. We advise that you retain a copy of this information with all other paperwork we provide.

## PRACTICE COMPLAINTS PROCEDURE

If you wish to complain about our service, please let us know. We welcome feedback about the service we provide. We have a practice complaints procedure to help resolve problems quickly.

## HOW TO COMPLAIN

Most problems are best resolved when they arise.

However, if you wish to make a more formal complaint then please do this as soon as possible, preferably within a few days to enable us to address the matter promptly. Complaints should be addressed to:

The Practice Manager, Saltash Chiropractic Clinic, 41 Glebe Avenue, Saltash, Cornwall, PL12 6DN

Alternatively, you may ask for an appointment with:

The Practice Manager, Tel: 01752 845451

Please be as specific as possible about the complaint which you wish to make to allow us to investigate the matter thoroughly.

## THE ACTION WE WILL TAKE

Normally, we will acknowledge your complaint within two working days and give you an explanation or arrange a meeting within ten working days.

## COMPLAINING ON BEHALF OF SOMEONE ELSE

We observe strict rules of confidentiality. If someone is complaining on your behalf we will require written authority from you so that he/she can act on your behalf.

## HOW ELSE CAN I COMPLAIN?

You may contact my professional association, the British Chiropractic Association, 59 Castle Street, Reading, Berkshire, RG1 7SN Tel: 0118 950 5950, Email [enquiries@chiropractic-uk.co.uk](mailto:enquiries@chiropractic-uk.co.uk), which will investigate the complaint on your behalf.

If the complaint remains unresolved, you may refer the matter to the profession's statutory regulator, the General Chiropractic Council, Park House, 186 Kennington Park Road, London, SE11 4BT. Tel: 020 7713 5155 Email [enquiries@gcc-uk.org](mailto:enquiries@gcc-uk.org)



@saltashchiro