

Details of the complaint continued...

IF THE COMPLAINANT IS NOT THE PATIENT THEN THIS SECTION MUST BE COMPLETED

I _____ hereby authorise the above/attached complaint to be made on my behalf by _____ and I agree that the practice may disclose confidential information about me which I have provided to them insofar as it is necessary to answer the complaint.

PATIENTS SIGNATURE _____ **DATE** _____

Beeston Chiropractic Clinic Office use only

Date received _____ Date acknowledged _____

BCC case file ref _____

Complaint to be investigated by _____

Beeston Chiropractic Clinic

Practice Based Complaints Procedure

Beeston Chiropractic Clinic has a practice based complaints procedure for its patients and other visitors. Full details are contained in this leaflet.

Most complaints may be effectively dealt with at the time they arise. However we appreciate that some may require explanation of the facts surrounding them and this leaflet explains how we go about doing this.

Unfortunately there are some areas of complaint that may not, for legal or other reasons be dealt with by the practice. If you have a complaint and we are unable to handle it we will inform you of this together with the reason and provide you with details of who may be contacted in order to pursue the complaint further.

The Beeston Chiropractic Clinic Practice Based Complaints Procedure Aims to be:

PROFESSIONAL – We have a named individual who is available to assist you in handling any complaint. They will listen to what you have to say and will investigate any complaint fully before reporting back to you with what they have found. If you would not like your complaint to be handled by the person we have named let us know and we will appoint someone else.

SIMPLE – Complaints may be made in writing, on the telephone or in person. Full details of how to complain are given overleaf. To aid this process we use a standardised complaint form that is attached to this leaflet.

WELL PUBLICISED – Our complaints procedure should be clearly publicised within the practice. All staff are trained in its use and so can help you with any questions you may have.

SPEEDY – If there is a problem then it is in everyone's interests to resolve it as soon as possible.

Written complaints should be acknowledged within two working days. Complainants who telephone or complain in person will be invited to meet with the appropriate practice personnel as soon as possible. Without cutting corners, our aim should be to try and resolve the matter to the satisfaction of both parties as quickly as possible.

CONFIDENTIAL – All our correspondence relating to a complaint will be marked "Strictly Private and Confidential". If the complaint is made in person or via the telephone then we will strive to ensure that privacy is afforded to the complainant.

EFFECTIVE – The aim of the procedure is to investigate the complaint in a thorough and systematic manner without preconceived views resulting in the best possible outcome for all parties involved.

POSITIVE – It is important to build all feedback about the practice into a review of its performance. To this end we have a complaints log recording negative comments

so that continuous themes are identified and can be addressed to prevent further similar complaints arising.

FULLY DOCUMENTED – At each stage of any complaint we will record fully in writing the views of each party, the outcome which was reached and any further action agreed. The documents will be signed by the parties involved and annotated with the date and time.

HOW TO COMPLAIN

Most problems are best resolved at the time that they arise.

However, if you wish to make a formal complaint then please do this as soon as possible, preferably within a few days to enable us to address the matter promptly. The maximum period we normally allow for looking into a complaint is six months after the matter of concern first arose.

You may complain in writing to:

Alexandra Newton DC MSc APP (Paeds MSK) FRCC (Doctor of Chiropractic)
Beeston Chiropractic Clinic
191 Queens Road, Beeston, Nottingham, NG9 2BZ

By telephone to:

Alexandra Newton – 0115 9225085

By email to:

alex@beestonchiropractic.co.uk

Or in person by contacting the clinic and asking for a complaint meeting with:

Alexandra Newton

Please be as specific as possible about the complaint which you wish to make.

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 OF 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 they can act on your behalf. If you are legally unable to give consent (i.e. fifteen years old or younger) we will require authority in writing from your legal guardian.

WHERE ELSE CAN I COMPLAIN

Our practitioners are registered with the General Chiropractic Council and belong to the British Chiropractic Association.

Details of these are:

The General Chiropractic Council 44 Wicklow Street LONDON WC1X 9H
telephone: 020 7713 5155 Fax: 020 7713 5844
email: enquiries@gcc-uk.org
website: www.gcc-uk.org open from 9.00 a.m. to 5.00 p.m. Monday to Friday.
 (closed public holidays)

The British Chiropractic Association, 59 Castle Street Reading Berkshire RG1 7SN.
telephone: 0118 950 5950 Fax: 0118 958 8946
e-mail: enquiries@chiropractic-uk.co.uk
website: www.chiropractic-uk.co.uk 9am - 5pm, Monday - Friday
 (closed public holidays)

Patients Details	Complainant Details
Last Name	Last Name
First Name	First Name
Full Postal Address	Full Postal Address
Telephone Day	Telephone Day
Telephone Evening	Telephone Evening
Date of Birth	Date of Birth
Usual Practitioner	Relationship to Patient

Full details of the complaint

SIGNED
COMPLAINANT

DATE

Continue over...