

Complaint Leaflet

PRACTICE COMPLAINTS PROCEDURE

If you wish to complain about our service, please let us know. We have a practice complaints procedure that conforms to national guidelines to help solve problems quickly.

HOW TO COMPLAIN

Most problems are best solved at the time that 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. The maximum period we normally allow for looking into a complaint is 6 months after you realised that it happened.

The Back2Health brand is used by four independent organisations trading using common systems and procedures.

In the first instance, complaints should be addressed to the responsible person at the organisation your complaint relates to. It helps if you can be as specific as possible about the complaint which you wish to make.

Back2Health Midhurst or Back2Health NHS Services

Responsible person: **Jonathan Field**. Back2Health Partnership. 84 Fawcett Road, Southsea, PO4 0DN Alternatively, you may ask for an appointment with: Jonathan Field. Telephone 01730 263232. E-mail jonathan@b2haqp.co.uk

Back2Health Basingstoke (not NHS Services)

Responsible person: **Vera Christensen**. Vera Christensen ta Back2Health Basingstoke, 18 Cliddesden Road, Basingstoke, Hampshire RG21 3DU Alternatively, you may ask for an appointment with: Vera Christensen. Telephone 001256466266. E-mail: vera.christensen@b2h.co.uk

Back2Health Petersfield and Alton

Responsible person: **Mark Christensen**. Mark Christensen ta Back2Health Petersfield & Alton. 2 Charles Street, Petersfield, Hampshire, GU32 3EH Telephone 01730 267423. Email mark@b2h.co.uk

Back2Health Southsea

Responsible person: **Wayne Chester-Davis**. W Chester-Davis Ltd ta Back2Health Southsea. 84 Fawcett Road, Southsea, PO4 0DN. Alternatively, you may ask for an appointment with: Wayne Chester-Davis. Telephone 02392870707. E-mail: wayne@b2hsouthsea.co.uk

THE ACTION WE WILL TAKE

Normally, we will acknowledge your complaint within 2 working days and give you an explanation or arrange a meeting within 10 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 they can act on your behalf.

WHERE ELSE CAN I COMPLAIN

If your complaint relates to a chiropractor you may contact the British Chiropractic Association, 59 Castle Street, Reading, Berkshire, RG1 7SN. Tel:0118 950 5950. E-mail Sue.Wakefield@chiropractic-ukco.uk, who will investigate the complaint on your behalf.

If the complaint remains unresolved, you can refer the matter to the chiropractic profession's statutory regulator, the General Chiropractic Council, 44 Wicklow Street, London, WC1X 9HL
Tel: 020 7713 5155 E-mail enquiries@gcc-uk.org

Complaint Record

Patient Details		Complainant Details if different	
Surname		Surname	
First Name		First Name	
Full postal address		Full postal address	
Telephone day		Telephone day	
Telephone evening		Telephone evening	
Date of Birth		Relationship to patient	
Usual practitioner			

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

I hereby authorise the 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.....

We are sorry that you feel you have cause for complaint. In order that we may investigate this for you can you provide details of the complaint along with any other information that you feel may be relevant. Please feel free to use either side of this form or attach a letter. Complaints in writing should be signed and dated by the complainant.