

# Complaint Policy



## Purpose:

We are committed to providing the highest standards of care. If you feel that our service has not met your expectations, we encourage you to share your concerns. This policy outlines how we handle complaints professionally and transparently.

## 1. Scope

This policy applies to complaints regarding:

- Clinical treatment or care provided.
- Communication or professional conduct.
- Administrative or billing matters.

## 2. How to Raise a Complaint

We aim to resolve complaints quickly and effectively. Please follow these steps:

### Step 1: Informal Resolution

- **Contact us directly:** Discuss your concerns with the treating physiotherapist as soon as possible.
- **Timeframe:** Complaints should ideally be raised within 6 months of the incident or when you became aware of the issue.
- **Outcome:** We aim to respond to concerns raised informally within **7 working days**.

### Step 2: Formal Complaint

If your concern is not resolved informally:

**Submit your complaint in writing:**

Email: [info@handinhandphysio.co.uk](mailto:info@handinhandphysio.co.uk)

Please include:

- Your name and contact details.
- A clear description of the concern.
- Relevant dates, events, and names of people involved.

- Your desired outcome or resolution.

**Acknowledgment:** We will acknowledge your complaint within **3 working days** of receipt.

**Investigation:** A full investigation will be conducted, and we aim to provide a written response within **21 working days**.

### **Step 3: Escalation**

If you are not satisfied with our response, you can escalate your complaint to:

- **The Health and Care Professions Council (HCPC)** (for matters of professional misconduct or fitness to practise). See: [HCPC Complaints](#)
- **The Chartered Society of Physiotherapy (CSP)**. See: [CSP Complaints Process](#)

### **3. Confidentiality**

All complaints will be handled confidentially and in compliance with GDPR and patient confidentiality laws.

### **4. Learning and Improvement**

We treat complaints as an opportunity to improve our services. Where appropriate, we will implement changes to prevent similar issues in the future.

### **5. Contact Us**

For any concerns, please feel free to reach out:

- Phone: 07746 166089
- Email: [info@handinhandphysio.co.uk](mailto:info@handinhandphysio.co.uk)