

Complaints Policy

Complaints and Suggestions

The Potter Practice is committed to providing safe, effective, and professional care. Feedback — whether positive or constructive — is welcomed, as it helps maintain and improve the quality of service provided.

A complaint is defined as any expression of dissatisfaction that requires a response.

Raising a concern will not affect your current or future care.

All complaints are taken seriously and handled fairly, respectfully, and without prejudice.

Raising a Concern Informally

Many concerns can be resolved quickly through open discussion.

You are encouraged to raise any concerns at the earliest opportunity, either:

- During your appointment
- By telephone
- By email

Every effort will be made to listen carefully and resolve the matter promptly and professionally.

Making a Formal Complaint

If you wish to make a formal complaint, you may do so:

- In person
- By telephone
- By email
- In writing by post

Please provide as much detail as possible, including relevant dates and your preferred outcome. This helps ensure your concerns are fully understood and appropriately addressed.

How Your Complaint Will Be Managed

All complaints are handled confidentially, objectively, and in accordance with professional standards.

You can expect:

- Written acknowledgement within **3 working days**
- A full written response within **15–20 working days**, where possible

If the matter is complex and requires additional time (for example, to review clinical records), you will be informed and kept updated.

If a meeting is arranged to discuss your concerns, you are welcome to bring a friend, relative, or chaperone for support.

A written record of all formal complaints is maintained in accordance with professional and regulatory requirements.

Practitioner Absence

If I am unavailable due to annual leave or unforeseen circumstances (such as illness), there may be a delay in responding. In such cases, your complaint will be acknowledged and addressed as soon as reasonably possible upon my return.

Complaints Made on Behalf of Someone Else

Patient confidentiality is strictly maintained.

If you wish to make a complaint on behalf of another person, written consent from the patient will be required before confidential information can be discussed.

If You Remain Dissatisfied

If you are not satisfied with the outcome of your complaint and believe your concern relates to professional conduct, competence, or patient safety, you may contact the statutory regulator:

General Chiropractic Council (GCC)

Park House
186 Kennington Park Road
London
SE11 4BT

Website: www.gcc.org

 enquiries@gcc-uk.org

 020 7713 5155

If your complaint relates to data protection or privacy matters, you may also contact the Information Commissioner's Office (ICO).

Commitment to Improvement

All complaints are reviewed to identify opportunities for learning and service improvement. The aim is always to provide safe, ethical, and patient-centred care in accordance with professional standards.