

# Total Balance Wellbeing Centre Limited

## Complaints Procedure for Clients and Visitors

Total Balance Wellbeing Centre Limited has a practice based complaints procedure for its patients and other visitors – full details are contained within this document.

Most complaints may be effectively dealt with at the time they arise. However, we appreciate that some situations may require exploration of the facts surrounding them – this document explains how we do this.

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

Our 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 wish your complaint to be handled by someone else from our team then all you need to do is inform us of this and we will appoint an alternative team member.

**SIMPLE** - Complaints may be made in writing or on the telephone. If you wish to make your complaint in person please telephone us first in order to make an appointment. This way we can be sure to give you the time you need.

**WELL PUBLICISED** - Details of our complaints procedure are available in the reception area of our practice. Our team are trained in its use and can help you with any questions or queries you may have. All you need to do is ask.

**EFFICIENT** - If there is a problem then it is in everyone's best interest that it is resolved as soon as possible. Written complaints should be acknowledged within 2 working days from the time they are received. Complainants who telephone or complain in person will be invited to meet the appropriate practice personnel as soon as possible. Without cutting corners, our aim is to try to resolve the matter to the satisfaction of both parties as soon as possible. The maximum period we normally allow for looking into a complaint is 6 months after the matter of concern first arose.

**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 prejudice or 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 complaining 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 that 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

#### You may complain in writing to:

Mr P. Weavers, Total Balance Wellbeing Centre,  
19-21 Surrey Street, Lowestoft, Suffolk, NR32 1LJ

#### By Telephone to:

Mr P. Weavers on 01502 517070

#### Or in person:

Please ask the Front Desk at our practice to arrange a meeting with either: Mr P. Weavers or Dr S. Dudley

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

### 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. If you are legally unable to give consent (e.g. You are 15 years or younger) we will require authority in writing from your legal guardian.

### Where else can I complain?

Our practitioners are registered with their governing body and are members of national associations. Details are:

#### The British Chiropractic Association

40 Cranmere Avenue, Tettenhall, Wolverhampton,  
West Midlands, WV6 8TS

Tel: 01189 505 950, enquiries@chiropractic-uk.co.uk

#### The General Chiropractic Council

Kennington Park House, 186 Kennington Park Rd,  
London SE11 4BT

Tel: (020) 7713 5155 E-mail: enquiries@gcc-uk.org

#### The General Osteopathic Council

Osteopathy House 176 Tower Bridge Road, London, SE1 3LU  
Tel: (020) 7357 6655

**Client Details**

First Name		Last Name	
Full Postal Address (with Post Code)			
Telephone (daytime)		Telephone (evening)	
Mobile		Usual Practitioner	

**Full Details of the Complaint**

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Signed \_\_\_\_\_ (Complainant) Date \_\_\_\_\_

**If the complainant is not the patient 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.

Patient Signature \_\_\_\_\_ Date \_\_\_\_\_