

True Body Clinic

Complaints Procedure

If you have a complaint or concern about any aspect of your treatment, please let us know as soon as possible.

Please provide full details of your complaint and we will undertake to treat it seriously, deal with it properly and learn from it by reviewing or, if appropriate, improving my standards.

1. Make your complaint to the clinic owner, Annie Truby, either in person, by phone or letter or email.

19 pinnocks Lane, Baldock, SG7 6DF

info@truebodyclinic.co.uk

I will investigate your complaint during the following few days and will aim to:

- Find out what happened and what went wrong
- Make sure you receive an explanation and an apology if this is appropriate
- Identify what I can do to ensure that this problem does not arise again.

2. Institute of Osteopathy Complaints Resolution Service

If you feel uncomfortable complaining directly to me or do not feel that your complaint has been resolved to your satisfaction, you can speak to the Institute of Osteopathy by ringing Freephone 0800 110 5876 or emailing enquiries@iOosteopathy.org

3. General Osteopathic Council

If you are concerned about safety and you wish to instigate a formal complaint to the regulatory body, the General Osteopathic Council can be contacted on 0207 3576655. Please note that the General Osteopathic Council cannot award compensation.