

## **Jane Barnett (Registered Osteopath)**

### **Complaints Procedure**

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

Please give me full details of your complaint and I will undertake to treat it seriously, deal with it promptly and learn from it by reviewing or, if appropriate, improving my standards.

Make your complaint to me either in person, by phone, by letter or in an email to, [jane@janebarnett.co.uk](mailto:jane@janebarnett.co.uk)

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

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

### **British Osteopathic Association 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 British Osteopathic Association by ringing Freephone 0800 110 5857 or emailing [boa@osteopathy.org](mailto:boa@osteopathy.org)

### **General Osteopathic Council**

If you are concerned about safety and you wish to instigate a formal complaint with the regulatory body, the General Osteopathic Council can be contacted on 0207 357 6655. Please note that the General Osteopathic Council cannot award compensation.