

Lynette F Taylor, D.O.,
Clover Sterling-Martinez M Ost,
REGISTERED OSTEOPATHS,
Croy Lodge, 15a, Cleveland Road, Roundham, Paignton, Devon, TQ4 6EL
Tel: (01803) 556789

Complaints Procedure

If you have a complaint or concern about the level of care you have received from an osteopath please let us know.

Our promise to you is that we shall:

- Treat your complaint seriously
- Work to resolve your complaint promptly and in confidence
- Learn lessons and use them to review and where appropriate improve our service

Make your complaint to Lynette Taylor either in person, by phone or in an email info@paigntonosteopaths.co.uk or by letter.

If you telephone us or speak to us in person, the complaint will be logged and whoever takes your call will attempt to resolve the issue for you. If you are not satisfied, we will tell you when it is likely that Lynette Taylor will be free to ring you to discuss the matter or invite you to come to the practice to do so.

We 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 apology if this is appropriate
- Deal with your complaint and reach an amicable solution
- Identify what we can do as a practice to ensure that this problem does not arise again



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 on Freephone 0800 110 5857, or email enquiries@iOsteopathy.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 3576655. Please note that the General Osteopathic Council cannot award compensation.