

# Complaints Policy

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Optimus Physiotherapy aims to provide the highest quality services possible through the delivery of safe, effective, and person-centred care. Whilst the vast majority of users have a good experience, we do not underestimate the impact on clients and families who have a less positive experience. Should you feel that we have not achieved the high standard that you expect, please let us know so that we can address this. Equally it is also useful to know of things that you feel are working well and have made your experience positive. We use the views and experiences of people who use our services to make continuous improvements.

If there is something you are not happy about with your experience or treatment where possible we would encourage you in the first instance to **speak** to the clinician providing your treatment. The concern may be the result of a simple misunderstanding which could be resolved by way of a verbal explanation and if necessary, an apology.

If you are not satisfied with the outcome of this please contact us via the details below to make a formal complaint in writing.

Optimus Physiotherapy  
3 Meadow Close  
Newport  
NP20 5BY

Or email: [optimusphysiotherapy@outlook.com](mailto:optimusphysiotherapy@outlook.com)

If your complaint regards the conduct of a physiotherapist, fitness to practice or if you are not satisfied with the result of an investigation, the matter should be referred to the Health and Care Professions Council (Park House, 184-186 Kennington Park Road, London, SE11 4BU. [www.hcpc-org.uk](http://www.hcpc-org.uk).) Alternatively further independent advice can be sought by contacting the Health Service Ombudsman (The Parliamentary & Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP)

## Optimus Physiotherapy Complaints Procedure

- Optimus Physiotherapy aims to resolve complaints efficiently as possible.
- Optimus Physiotherapy will ensure that all complaints are handled promptly, openly and thoroughly

- Optimus Physiotherapy will ensure the process is supportive to the complainant and will lead to improvement in the standards of service delivery and client care.
- Any written or emailed complaint will be acknowledged within 2 working days and an investigation will then commence. Investigation into the complaint may involve contacting the complainant.
- A full written response will be provided within 14 working days.
- Verbal complaints may in some instances require further investigation and if this is the case will be discussed with the complainant.

When a complaint is received, whether this be verbal or written, Optimus Physiotherapy will:

- Complete a complaints form and keep this updated throughout the complaints process
- Securely and confidentially log the complaint
- Provide a full response within fourteen working days of receiving the complaint

*Optimus Physiotherapy is committed to ensuring that, as far as it is reasonably practicable, the way we provide services to the public reflects their individual needs and does not discriminate against individuals or groups on the basis of their age, disability, gender, race, religion/belief or sexual orientation. Should any person require access to this policy in another language or format (such as Braille or large print) we will do our best to provide this in a format the user is able to access. Optimus Physiotherapy will do its utmost to support and develop equitable access to all policies.*