

Complaints Procedure

We want you to be happy with the standard of care and treatment you receive from Spine Plus' therapists, all of whom work on a self employed basis and strive for excellent client satisfaction. However, they may not always get things right and if you experience any part of their service that you are not happy with or have any concerns about, please inform either the Clinic Director (Robert Shanks) or Practice Manager (Ann Shanks) as soon as possible and we will try our very best to resolve the issue to your satisfaction.

Step 1.

Spine Plus' internal complaints resolution: Initially, we would request that you contact Ann or Robert on 0208 501 0937 or by emailing chigwoodford@spineplus.co.uk (*this mailbox comes straight through to Ann, Robert and our reception team*). This gives us the opportunity to resolve the matter in the most direct way. If you call and we cannot speak at the time, we will arrange a mutually convenient opportunity for us to speak with you. Please remember that we are here to help.

Step 2.

If you do not feel that your complaint has been resolved to your satisfaction, you can talk to an independent source about the therapist(s) you saw by contacting the relevant body;

Osteopath: The General Osteopathic Council Tel: 0207 3576655

Physiotherapist: Chartered Society of Physiotherapists
Tel: 0207 306 6666