

Complaints Procedure



Thérapie clinic operates a complaints procedure. Clients are asked that; in the event they wish to make a complaint regarding a treatment or service they have received that they speak or write to the Clinic Manager based in the clinic they wish to make a complaint about on the day or time

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible. We shall acknowledge complaints within 3 working days and aim to have investigated the complaint within 21 working days of the date when it was raised. We shall then be able to offer an explanation, or a meeting as appropriate. If there are any delays in the process, we will keep the complainant informed. When we investigate a complaint, we shall aim to:

- find out what happened and what went wrong
- make it possible for the complainant to discuss the problem with those concerned
- make sure the complainant receives an apology where appropriate
- identify what we can do to make sure the problem does not happen again.

At the end of the investigation the complaint will be discussed with the complainant in detail, either in person or in writing.

Clients are asked that, in the event of any complaint, they speak or write to the Clinic Manager. Clients who require further advice regarding the complaints process should direct their enquiry to the Clinic Manager.

If the complaint remains unresolved it should be escalated to the Registered Manager.

The clinics management of complaints is inspected and regulated by Healthcare Improvement Scotland. Where possible, it is encouraged for the complainant to resolve the issues that concern them with the provider. If the complainant is unable to do this, the independent healthcare complaints manager may be contacted as follows:

Programme Manager
Independent Healthcare Healthcare Improvement Scotland
Gyle Square
1 South Gyle Crescent
Edinburgh - EH12 9EB

Email: his.iregulation@nhs.scot
Telephone: 0131 623 4701