



General
Osteopathic
Council

Making a complaint about
a staff member of the GOsC

INTRODUCTION

1. The General Osteopathic Council (GOsC) is committed to providing a high quality, accessible and responsive service. Any complaints and comments regarding GOsC staff will be fully investigated and appropriate action will be taken.

SCOPE

2. This procedure provides a formal route for complaints to be raised with GOsC. However, all parties are encouraged, wherever possible, to raise concerns directly with the employee concerned in the first instance, in order to seek an early resolution to the issue. Once this has been done, or in situations where this is not deemed appropriate, the following complaints procedure may be utilised.
3. This procedure is for dealing with complaints about the service we provide to the public. It covers matters such as rudeness by GOsC staff or delays in responding to correspondence. This process is not designed to deal with complaints about a decision that has been based on GOsC guidelines or policy. For these issues, you should write to the person you have been dealing with or the GOsC Chief Executive & Registrar.
4. Should any GOsC employees have complaints against colleagues, the grievance procedure outlined in their staff handbook should be utilised.

HOW TO MAKE A COMPLAINT

5. You can make a complaint in writing or by telephone. If you write with your complaint, please provide your telephone number if a response by telephone would be convenient. If you e-mail your complaint, please state if a reply by e-mail would be acceptable and, if not, please provide a full postal address.
6. Complaints should be addressed to:
Chief Executive & Registrar
General Osteopathic Council
Osteopathy House
176 Tower Bridge Road
London
SE1 3LU

Telephone: 020 7357 6655
Fax: 020 7357 0011
E-mail address: chiefexec@osteopathy.org.uk
7. The process will be managed by the Clerk to the Council (Jane Quinnell, address as above, telephone/fax: 01580 720213 and email to jquinnell@osteopathy.org.uk). To help the Clerk process your complaint quickly, if you write in, please use the complaints form on pages 4–6 and provide the following:
 - > Information on whether it is an original complaint or a follow-up to a reply you were not satisfied with.

- > A clear description of the complaint, who has been involved so far and what you would like us to do to sort things out.
- > Your full postal address, telephone and fax numbers (and e-mail address if you have one).

If you telephone in with your complaint, you will be asked to provide the above information.

8. Complaints should be drawn to our attention at the earliest opportunity and within 12 months of the event being complained about occurring.

WHAT CAN YOU EXPECT FROM US?

9. The GOsC will:
 - > Acknowledge receipt of your complaint within five working days
 - > Arrange for the complaint to be fully investigated
 - > Keep you informed of progress
 - > Send a full reply within 15 working days. If this is not possible, we will explain why and give you a date by which you can expect a full reply.

WHAT IF YOU ARE NOT SATISFIED WITH THE GOsC RESPONSE?

10. If you are not satisfied with the response you receive, you can ask for the matter to be reviewed. You are encouraged to indicate why you remain dissatisfied with the outcome and write to the Chairman of the GOsC:

Chairman
General Osteopathic Council
Osteopathy House
176 Tower Bridge Road
London
SE1 3LU

11. On receipt of the letter, the Chairman will ensure that we:
 - > Acknowledge receipt of your complaint within five working days
 - > Arrange for the complaint to be fully investigated
 - > Keep you informed of progress
 - > Send a full reply within 15 working days. If this is not possible, we will explain why and give you a date by which you can expect a full reply.

WHAT IF YOU ARE NOT SATISFIED WITH THE FINAL RESPONSE FROM THE GOsC?

12. There are no further appeal mechanisms in operation as part of this process.

Agreed by Council on 15 December 2005



**General
Osteopathic
Council**

Making a complaint about a member of staff

The leaflet *Making a complaint about a staff member of the GOsC* sets out the relevant procedure. Once you have read that leaflet, and decided you wish to proceed with a complaint, please help us by providing the following information:

Your Details

Your name _____

Your address _____

Your home telephone number _____

Your work telephone number (if applicable) _____

Your fax number (if applicable) _____

Your email address (if applicable) _____

Complaint Details

Is this an original complaint or a follow-up to a reply you were not satisfied with? *Please tick*

Original complaint

Follow-up to a reply you were not satisfied with

Help

If you would like to discuss any part of your complaint before sending this form or would like help with completing it, please telephone 01580 720213 and ask for the Clerk to the Council.

Declaration

I have no objection to the staff member involved seeing my complaint.

I declare that the information I have given is true and accurate.

Signed: _____

Date: _____

Checklist

Thank you for completing this form. Now, please make sure you have:

- > Given as many details as you can about your complaint, together with any supporting papers and documents.
- > Completed all sections of this form.
- > Kept a copy of this completed form for your records.
- > Read carefully and signed the Declaration.

Please return this form to:

Ms Jane Quinnell
The Clerk to the Council
General Osteopathic Council
Osteopathy House
176 Tower Bridge Road
London
SE1 3LU



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If you have any difficulty reading or accessing this document,
contact the General Osteopathic Council on
tel: 020 7357 6655 ext 242
or email: info@osteopathy.org.uk.

The General Osteopathic Council

Osteopathy House
176 Tower Bridge Road
London SE1 3LU

Tel: 020 7357 6655

Fax: 020 7357 0011

Email: info@osteopathy.org.uk

Web: www.osteopathy.org.uk