



General
Osteopathic
Council

Making a complaint
about the GOsC

INTRODUCTION

1. The General Osteopathic Council (GOsC) is committed to responding swiftly and efficiently to complaints about our service. As part of our commitment to improving the service we offer, we will endeavour to find out what happened, what may have gone wrong, how we can learn from this and how we will deal with similar situations in future.

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 individual staff member they have been dealing with (or their manager) 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 used.
3. This procedure is for dealing with complaints about the service we provide, such as how long we take to respond to correspondence or how you are treated when you call the GOsC. It is not designed to deal with complaints about a decision that has been based on GOsC guidelines or policy; this type of decision will not be reversed unless investigation of a complaint shows that the guidelines or policy have been wrongly applied.

HOW TO MAKE A COMPLAINT

4. You can make a complaint in writing or by telephone. Please provide your contact details and indicate your preferred method of communication, whether by telephone, email or in writing.
5. Complaints should be addressed to:
Corporate Complaints
General Osteopathic Council
Osteopathy House
176 Tower Bridge Road
London
SE1 3LU
Telephone: 020 7357 6655
Fax: 020 7357 0011
Email address: corporatecomplaints@osteopathy.org.uk
6. To help us process your complaint quickly, we will need you to 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 number and e-mail address (if you have one).

You can provide this information by telephone or you can use the [complaints form](#), which is on our public website.

7. Complaints should be drawn to our attention at the earliest opportunity and within 12 months of the incident occurring.

WHAT CAN YOU EXPECT FROM US?

8. 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 21 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?

9. If you are not satisfied with the response you receive, you can ask for the matter to be reviewed by the Chair of Council. The Chair is an independently appointed person who oversees the [governance structure](#) of the GOsC. Please write, indicating why you remain dissatisfied with the outcome, to:

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

10. On receipt of the letter, the Chair 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 21 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?

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

Agreed by Council on 3 February 2011



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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