

AECC Clinic Complaints Procedure

The AECC Clinic is committed to providing the very best in clinical care.

However, in recognition that things do sometimes go wrong, our Complaints Procedure has been produced which sets out what will happen if a complaint is raised.

If you wish to complain about our service, please let us know. We welcome feedback about the service we provide. Our Clinic Complaints Procedure has been designed to help resolve problems quickly and effectively.

How can I complain?

If you have a concern or complaint about the care or service you have received please let us know as soon as possible. You can contact us:

- In person at the Clinic
- By telephoning us on 01202 436222
- By emailing us at cliniccomments@aecc.ac.uk
- By post at
AECC Clinic
13-15 Parkwood Road
Bournemouth
BH5 2DF

Please include as many details as you can such as when the incident took place, the names of any staff members involved and a description of the problem. Don't forget to include your contact details.

How can I complain on behalf of someone else?

In order to maintain patient confidentiality, we would require written permission from the patient involved so that you could act on their behalf.

What action will be taken?

If you complain to us in person or by telephone we will try our best to resolve the matter there and then by discussing it with you straight away.

If your complaint cannot be resolved this way, or if you complain by email or in writing, it will be brought to the attention of a senior member of Clinic staff. This

member of staff will acknowledge your complaint within five working days, providing the name and contact details of the manager dealing with your complaint.

The manager dealing with your complaint will work with you to resolve the matter, providing an explanation and apology if appropriate, within 10 working days of the complaint first being raised. If the matter has not been resolved to your satisfaction at this stage, we will instigate a Formal Investigation.

A Formal Investigation into the complaint will be carried out by the most appropriate senior member of staff at AECC in order to establish all the facts.

Following a Formal Investigation, if AECC Clinic is found to be at fault, then an explanation and an apology will be offered. We will also offer reassurance that AECC will work towards preventing the problem reoccurring in the future.

If AECC Clinic is found not to be at fault, the reasons for this will be fully explained.

A Formal Investigation should be completed within 20 working days of the complaint first being raised.

What if I am still not happy at the end of the complaints process?

If you are not satisfied with the outcome of a Formal Investigation at the end of our complaints procedure, you can contact the appropriate regulatory body.

For complaints about chiropractors:

General Chiropractic Council
44 Wicklow Street
London
WC1X 9HL

For complaints about radiographers:

Fitness to Practise Department
The Health and Care Professions Council
Park House
184 Kennington Park Road
London
SE11 4BU

or

The Society of Radiographers
207 Providence Square
Mill Street
London
SE1 2EW