

## **Practitioner Complaints Procedure For Flexibility Matters Physiotherapy**

If you have a complaint or concern about any aspect of your treatment, please let me know as soon as possible.

Please give me full details of your complaint and I will undertake to treat it seriously, deal with it promptly and learn from it by reviewing or, if appropriate, improving my standards.

Make your complaint to me either in person, by phone, by letter or in an email to [info@fmphysio.com](mailto:info@fmphysio.com)

I will investigate your complaint during the following few days and will aim to:-

1. Find out what happened and what went wrong
2. Make sure you receive an explanation and an apology if this is appropriate
3. Identify what I can do to ensure that this problem does not arise again

### **Raising concerns with my professional register**

I am professionally registered with The Health and Care Professions Council (HCPC) and the Chartered Society of Physiotherapy (CSP).

If you feel uncomfortable complaining directly to me or do not feel that your a complaint has been resolved to your satisfaction, you can find information on raising concerns with HPCP here <https://www.hcpc-uk.org/>

HPCP can also be contacted on +44 (0)300 500 6184\* and by email at <https://www.hcpc-uk.org/contact-us/>