**Feedback and complaints policy and procedure for clients**

Birdsong Yoga Physio aims to provide the highest quality services possible through the delivery of safe, effective, and person-centred care. Whilst the vast majority of users have a good experience, the emotional, and sometimes physical, impact on users and families who have a less positive experience is not underestimated.

Feedback is always welcomed and any negative feedback or complaints will always be used as a reflective learning experience, with the aim of improving care.

**Birdsong Yoga Physio procedure for managing complaints**

* A complaint is defined by the Legal Ombudsman as ‘an expression of dissatisfaction.’ This could be about any aspect of Birdsong Yoga Physio service, relating to clinical care or service provision. These will be described as clinical complaints or service complaints in this document.
* Birdsong Yoga Physio aims to resolve all complaints as quickly as possible.
* Birdsong Yoga Physio will ensure that all complaints are handled promptly, openly and thoroughly, and where appropriate in clinical complaints, share case notes (with your permission) to the chosen healthcare team member so that they can review the complaint.
* Birdsong Yoga Physio will ensure the process is supportive to the complainant and will lead to improvement in the standards of service delivery and client care.

**How to raise a clinical or service complaint**

Stage 1:

* The first stage is local resolution whereby a complaint would take the form of a verbal (face to face or 07896 801664) or written submission directly to hello@birdsongyogaphysio.co.uk. Local resolution exists to help resolve complaints quickly where a more formal complaint may not be required.
* Email complaints will be responded to within 2 working days and any further emails will be responded to within a further 2 working days for each email.

Stage 2 (clinical complaints only):

* Following this, if the complaint is not resolved, and the complainant would like to make a more formal complaint, Birdsong Yoga Physio would suggest they ask a member of their NHS healthcare team to be involved in reviewing the complaint from an independent clinical point of view. This could be a GP, nurse specialist or hospital doctor. The time scale will vary for this but, in line with the Ombudsman guidelines, the complaint process must be completed within 8 weeks. If the complainant chooses to ask for an independent review, they must inform Birdsong Yoga Physio at the point of contacting their healthcare team.
* If a resolution cannot be reached, Birdsong Yoga Physio will inform the complainant of how they can escalate their complaint.

**Where to get independent advice?**

If Birdsong Yoga physio and the complainant have not resolved the complaint through stage 1 (for all complaints) or stages 1 and 2 for clinical complaints, then the complainant can seek an independent review by contacting the Health Service Ombudsman as follows:

**The Parliamentary & Health Service Ombudsman**

Millbank Tower
Millbank
London
SW1P 4QP

Telephone: 0345 015 4033

A complainant can use the Legal Ombudsman if the complaint has not been resolved to the complainant’s satisfaction within eight weeks of being made to the authorised person and needs to be raised with the Legal Ombudsman within six months of the date of the company’s final response.

**Healthcare Improvement Scotland** **(HIS)** can help patients/clients at any stage if they are unhappy about the result of a concern or complaint they have made about a healthcare service.

**Healthcare Improvement Scotland**

Gyle Square
1 South Gyle Crescent
Edinburg
EH12 9EB

Email: [hcis.complaints@nhs.net](https://www.healphysiotherapy.co.uk/hcis.complaints%40nhs.net)
Telephone: 0131 623 4300

**The Health and Care Professions Council (HCPC)** is the regulatory body that handles complaints concerning the professional conduct and performance or fitness to practice of a physiotherapy registrant. They can be contacted at [feedback@hcpc-uk.org](https://www.healphysiotherapy.co.uk/feedback%40hcpc-uk.org)

**The Chartered Society of Physiotherapy (CSP)** is responsible for maintaining and protecting the reputation of the physiotherapy profession as well as that of the Society.

If a CSP member has acted in a way to damage public trust or confidence (including on social media), please email [complaints@csp.org.uk](https://www.healphysiotherapy.co.uk/complaints%40csp.org.uk)

Or you can write to the Chartered Society of Physiotherapy:

Chartered Society of Physiotherapy
14 Bedford Row
London
WC1R 4ED

[www.csp.org.uk](https://www.healphysiotherapy.co.uk/www.csp.org.uk)