

Welsh Institute of Chiropractic (WIOC) Complaints Policy/Patient Procedures

If you wish to complain about any aspect of our service, please let us know. We welcome feedback and have a practice complaints procedure to help resolve problems quickly.

Should you wish to make a Complaint

Most problems are best resolved as they arise. We therefore encourage you to discuss any concerns you may have with a member of staff during your visit, or as soon as possible afterwards by telephoning or e-mailing David Byfield, Head of Clinical Services on 01443 482453, e-mail: david.byfield@southwales.ac.uk, or Stephanie Davey, Clinic Manager on 01443 483769, e-mail: steph.davey@southwales.ac.uk. This will enable us to investigate your concerns and hopefully address the matter promptly.

If you wish to make a more formal complaint then please do this as soon as possible, in writing. Formal complaints should be addressed to: Prof David Byfield and Mrs Stephanie Davey, Welsh Institute of Chiropractic, William Price Business Park, Treforest, Pontypridd CF37 1DL .

Please be as specific as possible about the complaint that you wish to make to allow us to investigate the matter thoroughly.

The action we will take

Normally, we will acknowledge receipt of your complaint within 2 working days. Depending on the nature of your complaint we may require further information from you, or from a third party with your consent. We will keep you informed of the process throughout our investigation, and will aim to provide you with a formal response within 20 working days. If we are unable to keep to these timescales for reasons beyond our control, we will keep you informed of our progress.

Complaining on behalf of someone else

We observe strict rules of confidentiality. If someone is complaining on your behalf, we will require written authority from you so that he/she may act on your behalf.

How else can I complain?

If the complaint remains unresolved, you may refer the matter to the relevant competent authority:

For complaints in relation to chiropractic care you can make a complaint to the profession's statutory regulator, the General Chiropractic Council, 44 Wicklow Street, London, WC1X 9HL

Tel: 020 7713 5155 email: enquiries@gcc-uk.org

If however the complaint is in relation to any of the other services such as DXA, or Diagnostic Musculoskeletal (MSK) Ultrasound the regulator will depend on the specific clinician,

and will be one of the following regulatory bodies listed. If you have made a complaint and it remains unresolved following a full investigation as listed above, you will be informed of which regulator you should take the complaint forward with.

Health and Care Professional Council (HCPC), 184 Kennington Park Road, London, SE11 4BU

Tel: 03005006184 www.hpc-uk.org

Alternatively you may contact Healthcare Inspectorate Wales (HIW), Welsh Government, Rhydycar Business Park, Merthyr Tydfil, Cf48 1UZ. Tel: 0300 062 8163 www.hiw.org.uk