



Satisfaction & Complaints Procedure

Above all else we value your satisfaction in our service. As such, whilst thankfully it is rarely required, we wish to take this opportunity to outline our procedure to address any concerns or complaints you may have. Most problems are best resolved as they arrive so please do bring up any queries or issues to have. If you wish to make a more formal complaint, please do so, if possible within a few days of the issue to allow us to address the matter promptly.

Our complaints procedure involves three stages. Should the first stage fail to resolve your complaint, you will be referred to the next stage.

Initially we will ask you to address your concerns in writing to the Chiropractor – Bethan Williams - who will attempt to address the issue to your complete satisfaction by speaking to you as soon as possible.

Please address your complaint to:
Bethan Williams
Body Balance Chiropractic at Cotham Chiropractic Clinic
3 Cotham Road
Cotham
Bristol, BS6 6DG

If you would find it too difficult or uncomfortable speaking directly to Bethan the appropriate step is to refer to the next stage. However we hope that most clients will feel able to talk through concerns directly with Bethan after setting out the complaint in writing.

If a satisfactory outcome is not available via this avenue we will direct your concerns to our professional association – **The United Chiropractic Association**. The UCA can be contacted by writing to the 'Peer and Ethics Committee' at Unit 57, Basepoint Centre, Metcalfe Way, Crawley, West Sussex, RH11 7XX or by telephone on 01293 817 175.

With these stages, if the complaint is upheld, consideration will be given to redress your concerns. The outcome of either of those stages will be confirmed to you in writing.

Finally should the issue not have been resolved via either of these avenues, you can pursue a formal complaint to the **General Chiropractic Council (GCC)**, the regulatory body of the Chiropractic Profession at 44 Wicklow Street, London WC1X 9HL.

We hope that you feel you will never need to utilise these procedures and look forward to an exciting journey toward greater health and function.