



## Body Spheres Complaints Policy

### Company details

Correspondence address:

Body Spheres Ltd  
7B Addington Road  
London N4 4RP

Email: [admin@bodyspheres.com](mailto:admin@bodyspheres.com)

Tel: 0333 800 8404

Effective from 30<sup>th</sup> September 2014  
Last review: 30<sup>th</sup> September 2021  
Next review date: 30<sup>th</sup> September 2023  
Version 3

At **BODY SPHERES**, we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives,

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make, and we respond to customer concerns in a caring and sensitive way.

1. The persons responsible for dealing with any complaint about the service that we provide are:  
**Nicolas Simbault** (Complaints Manager) – [admin@bodyspheres.com](mailto:admin@bodyspheres.com)  
**Dr Mathilde Konczynski** (Clinical Lead) – [mathilde@bodyspheres.com](mailto:mathilde@bodyspheres.com)  
If necessary, we have an allocated **osteopathic mediator** from another practice whom you are welcome to contact if you prefer. Her name is Claire Cheetham and she can be contacted on **0207 486 8141**.
2. If a person lodges a verbal complaint (on the telephone or in person), we will listen to their complaint and offer to refer them to the Complaints Manager immediately. If the complaints manager is not available at the time, the patient will be told when they will be able to talk to them and arrangements will be made for this to happen. The member of staff will take brief notes of the complaint and pass them on. If we cannot arrange a meeting within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.
3. If the patient complains in writing, the letter/email will be passed on immediately to the Complaints Manager.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the treating clinician/practitioner unless the patient does not want that to happen. In the latter case, the complaint will be escalated directly to the Clinical Lead.
5. We will acknowledge the patient's complaint in writing and enclose a copy of our complaints policy, normally within 3 working days.

6. We will seek to investigate the complaint within 10 working days of receipt, to establish the circumstances which led to the complaint. If the patient does not wish to meet in person to discuss the findings of the investigation, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within 10 working days, we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
7. We will confirm the decision about the complaint in writing immediately after completing our investigation.
8. Proper and comprehensive records are kept of any complaint received.
9. If a patient is not satisfied with our response or that of the mediator, then the complaint may be escalated to the regulator:
  - General Osteopathic Council (*Osteopaths' Regulatory Body*)  
Osteopathy House, 176 Tower Bridge Road, SR1 3LU  
0207 357 6055  
<https://www.osteopathy.org.uk/home/>
  - Health Care Professionals Council (*Healthcare Professionals Regulating Body – responsible for Physiotherapists*)  
Park House, 184 Kennington Park Road, SE11 4BU  
0300 500 6184  
<https://www.hcpc-uk.org/contact-us/fitness-to-practise/>