

## **Complaints Procedure**

Bruntsfield Physiotherapy and Sports Medicine Clinic (BPSMC) aims to be a quality provider, offering specialised Physiotherapy and associated services.

If, for any reason, you are unhappy with the treatment or service you have received, you can make a complaint, have it considered and receive a response in writing. Our procedure is in line with the NHS complaints procedure and is applied to all services provided for our clients. BPSMC is committed to ongoing quality improvement and as such all complaints are welcomed and we will ensure they are dealt with in a thorough, sensitive and confidential manner.

### **How we manage complaints**

- Our aim is to resolve complaints as quickly as possible, with an immediate verbal response by frontline staff in the first instance.
- We will ensure that all complaints are handled promptly, openly and thoroughly.
- Our complaints procedure will be fair to the complainant and staff.
- We will ensure the process is supportive and without blame, leading to improved standards of service, patient safety and care.
- We will carry out a full investigation which is focused on resolution and being open and honest with all complainants.
- If resolution cannot be reached at a local level, we will inform the complainant of how they can obtain an independent review of their complaint.

### **Who can complain?**

A complaint can be made by a patient or person affected, or likely to be affected, by the actions or decision of BPSMC or its staff.

A complaint can also be made by someone acting on behalf of the patient or person, if they have the patient's written consent.

### **What is the time limit for making a complaint?**

You should normally complain within 12 months of the event, or events concerned, or within 6 months of becoming aware that you have grounds for complaint. If there are good reasons why you could not complain earlier, we can waive this time limit.

## **Who should I complain to initially?**

NB at any point in the complaint process you are able to complain to Healthcare Improvement Scotland by writing to:

**Programme Manager  
Independent Healthcare Services Team  
Healthcare Improvement Scotland  
Gyle Square  
1 South Gyle Crescent  
EH12 9EB**

Alternatively the first stage of our complaints procedure is 'Local Resolution'. Your complaint should be made verbally or written to the individual staff member who provided the service, or to Director of that service. Local resolution aims to resolve complaints quickly and as close to the source of the complaint as possible, without the need to make a more formal complaint. Most complaints are due to simple issues of misunderstanding or unforeseen minor errors. We have found that in both instances, verbal dialogue, an explanation and if necessary an apology, can resolve the issue.

## **How do I make a formal complaint?**

If local resolution is not successful or if you feel your complaint requires escalating to a higher authority, you will need to put your complaint formally in writing (by post or email), to the Clinical Director of the service:

Shona Dewar, Clinical Director, 17-19 Barclay Place, Edinburgh, EH10 4HW.

If you make your complaint verbally, we may make a written record. If your complaint is in writing, we will ensure it is logged formally and responded to in writing.

## **What is the process for reviewing my complaint?**

Our timescales for managing complaints are in line with NHS Complaints Management Timescales. If you complain in writing, you will receive:

- Acknowledgement within two working days.
- Full response from the Clinical Director within 14 working days. (Please note the official response time outlined in the NHS complaints procedure is within 20 working days of receipt of the complaint)
- Any further responses to additional queries within 14 working days.

If, for any reason, we are not able to meet these timescales, we will keep you informed of our progress.

We hope that if you have a problem, you will use our complaints procedure. We believe this provides the best chance to put right whatever has gone wrong and an opportunity to improve our service. If you would prefer independent advice in the first instance you have the option to refer the matter to our professional body as outlined below.

## **What if I am unhappy with the response provided by Shona Dewar Physiotherapy Ltd?**

If you are unhappy with our response to your complaint you have two options:

1. We are an Independent Healthcare Clinic and registered with Health Improvement Scotland. Please write to:

**Programme Manager  
Independent Healthcare Services Team  
Healthcare Improvement Scotland  
Gyle Square  
1 South Gyle Crescent  
EH12 9EB**

or

The Health and Care Professions Council can be contacted if you wish to make a complaint against one of our physiotherapists. Please visit:

<https://www.hcpc-uk.org/concerns/raising-concerns/>.

The General Medical Council can be contacted if you wish to make a complaint against one of our Doctors. Please visit:

<https://www.gmc-uk.org/concerns/supporting-you-with-your-concern/how-to-raise-a-concern-with-us>.

**Policy Review Date:** 30 August 2025

**Approved by:** Shona Dewar, Clinical Director

**Date of Approval:** 30 August 2024