

Our complaints procedure

Our commitment to customer service

We are committed to providing a high level of patient care and customer service. If you feel we have not delivered this, we would welcome the opportunity to put things right for you.

Who to contact in the first instance

Many concerns can be resolved straight away. Therefore in the first instance, please get in touch with reception (Tel: 01423 797800, email: info@castleclinic.com) or your practitioner, as they will generally be able to provide you with a prompt response to your satisfaction.

Many complaints can be resolved within a few days of receipt

If we can resolve your complaint to your satisfaction within the first few days of receipt, we will do so. Otherwise, we will keep you updated with progress and will provide you with our decision as quickly as possible.

Next steps if you are still unhappy

If you are not happy with the outcome of your complaint, you may be able to ask your practitioner's relevant professional body who can provide a complaint resolution service. Contact details for the professional bodies are listed below:

British Chiropractic Association (if your complaint regards a chiropractor)

Post: 40 Cranmere Avenue, Tettenhall, Wolverhampton, WV6 8TS
Telephone: 0300 302 0332
Email: enquiries@chiropractic-uk.co.uk

The Institute of Osteopathy (if your complaint regards an osteopath)

Post: 3 Park Terrace, Manor Road, Luton, LU1 3HN
Telephone: 01582 488455
Email: enquiries@iosteopathy.org

The Chartered Society of Physiotherapy (if your complaint regards a physiotherapist)

Post: 3rd Floor South, Chancery Exchange, 10 Fumival Street, London, EC4A 1AB
Telephone: 020 7306 6666
Email: enquiries@csp.org.uk

British Chiropody and Podiatry Association (if your complaint regards a podiatrist)

Post: The New Hall, 149 Bath Road, Maidenhead, SL6 4LA
Telephone: 01628 621100
Email: chairman@bcpa-uk.org

If you are not happy with the outcome of the complaint resolution service above, you may be able to ask your practitioner's relevant governing body to review your case.

Contact details of our therapist's governing bodies can be found below:

The General Chiropractic Council (if your complaint regards a chiropractor)

Post: Park House, 186 Kennington Park Road, London, SE11 4BU
Telephone: 020 7713 5155
Email: enquiries@gcc-uk.org

The General Osteopathic Council (If your complaint regards an osteopath)

Post: Osteopathy House, 176 Tower Bridge Road, London, SE1 3LU
Telephone: 020 7357 6655
Email: info@osteopathy.org.uk

The Health and Care Professions Council (if your complaint regards a physiotherapist, podiatrist, art therapist or audiologist)

Post: Park House, 184-186 Kennington Park Road, London, SE11 4BU
Telephone: 020 7582 5460
Email: ftp@hcpc-uk.org