

**Complaints Policy**

The team at Dulwich Podiatry Ltd aim to provide the highest quality of patient care to all our patients. On the rare occasion problems arise, our aim is to resolve any complaints swiftly and amicably.

Detailed below is the procedure we follow if you have a complaint and information regarding our professional body and regulatory body, should you remain dissatisfied with the outcome of your complaint and wish to take it further.

Should you have reason to complain about your treatment, or any of our team members, please contact Dulwich Podiatry Ltd in writing, or by email to the Senior Administrator at maryann@dulwichpodiatry.co.uk or the Clinical Director at **ddelves@dulwichpodiatry.co.uk** . If you are unsure of the name of the member of staff involved, state the date and time of your treatment. You will receive an acknowledgement of your complaint within 10 working days.

As part of the investigation into your complaint, you may be asked to attend a meeting with the Clinical Director with or without the attendance of the relevant team member. Hopefully at this point the complaint will be resolved.

If the complaint is of a clinical nature and cannot be resolved at this point you may wish to take it further by contacting, in writing, our professional body detailing the complaint and addressing the letter to:

Professional Practice Officer

The Royal College of Podiatry

Quartz House

207 Providence Square

London SE1 2EW

All podiatrists are registered with the Health and Care Professions Council (HCPC). The HCPC is a regulatory body. They also have a complaints procedure, independent to Dulwich Podiatry Ltd’s and The Royal College of Podiatry’s procedures. The contact details for the HCPC are:

Health and Care Professions Council

Park House

184 Kennington Park Road

London SE11 4BU

