



Ruth Cooil Physiotherapy and Healthcare Services

Complaints Policy

1. Purpose

At Ruth Cooil Physiotherapy and Healthcare Services, we are committed to providing high-quality care and service. We take all feedback seriously and view complaints as an opportunity to learn and improve.

2. Scope

This policy applies to all clients, carers, and visitors who wish to raise concerns about any aspect of our services.

3. Principles

- All complaints will be handled with respect, fairness, and confidentiality.
- Complaints will be acknowledged and investigated promptly.
- The complainant will be kept informed throughout the process.
- We will strive to resolve complaints quickly and to the satisfaction of all parties.

4. How to Make a Complaint

Complaints can be made in the following ways:

- **In person:** Speak to any member of staff or request to see the clinic manager.
- **By phone:** Call us on 07624244923
- **In writing:** Send a letter to Ruth Cooil Physiotherapy Ltd, Unit 1 Carr's Lane . Tromode Industrial Est, IOM IM44QB
- **By email:** ruth@ruthcooilphysiotherapy.com

If you require assistance in making a complaint, we will be happy to help.

5. What Happens Next

- We will acknowledge your complaint within **3 working days**.

- We aim to investigate and respond fully within **20 working days**.
- If the issue is complex or requires more time, we will let you know.
- If you're not satisfied with the outcome, we will advise you of further steps, including referral to a professional regulatory body or independent ombudsman.

6. Confidentiality

All complaint records are kept securely and confidentially in line with data protection regulations.

7. Learning and Improvement

We review all complaints to identify trends, improve our service, and inform staff training and practice.

Created June 25

Review date June 27