

# Compliments Feedback and Complaints Policy

GROW Clinic | Effective 20 September 2026 | Review by 20 September 2027

GROW Clinic aims to provide safe, respectful and effective care. We welcome compliments and feedback, and we take concerns and complaints seriously. This policy explains how to tell us about your experience, how we will respond and where you can seek independent support.

Raising a concern will not adversely affect your care. We will treat you fairly and respectfully, maintain confidentiality as far as possible and use what we learn to improve our service. There is no charge for making a complaint. Any decision to change or end care will be based on clinical, safety or professional reasons, not on the fact that a complaint was made, and we will support continuity of care where reasonably possible.

## Compliments and feedback

We are always pleased to hear when something has gone well. We also welcome suggestions about any part of your experience, including booking, communication, accessibility, your appointment and follow-up care. You can speak to us directly or contact us using the details below.

## How to raise a concern or make a complaint

Please tell us as soon as reasonably possible if you are unhappy with any aspect of your care or experience. You may complain in person, by telephone, by email or in writing. If you make a complaint verbally, we will make a written record and ask you to confirm that it reflects your concern. You do not need to use the word “complaint” for us to treat an expression of dissatisfaction as one.

Someone may complain on your behalf with your permission or where they have legal authority to act for you. Before discussing confidential information with that person, we may need to confirm their identity, authority and your consent. We will consider anonymous complaints where there is enough information to do so, although anonymity may limit our investigation or ability to provide an outcome. Please tell us if you need the process explained differently, information in another format, an interpreter, a supporter or another reasonable adjustment.

|                       |                                                                                                                                                  |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Contact</b>        | Michelle Miller, Clinic Director                                                                                                                 |
| <b>Email</b>          | hello@growclinicgroup.co.uk                                                                                                                      |
| <b>Telephone</b>      | 07946 269735                                                                                                                                     |
| <b>Address</b>        | GROW Clinic, located at Expectancy Studios, Unit 1, Grove Dairy Farm Business Centre, Bobbing Hill, Nr Sittingbourne, Kent, ME9 8NY              |
| <b>Useful details</b> | Your name and contact details; what happened and when; anyone involved; any supporting information; and what you would like to happen, if known. |

## What happens next

The Clinic Director, or an appropriate independent person where a conflict of interest exists, will:

- acknowledge a service or clinical complaint within five working days and confirm the issues we understand you want considered;
- tell you who will handle the complaint, the expected timescale and how we will keep in contact;
- consider the complaint fairly and impartially, preserve relevant information, speak with those involved and review relevant records;
- keep you informed if further information or additional time is needed;
- normally provide a written response within 20 working days;
- explain each finding and the reasons for it, apologise and offer an appropriate remedy where indicated, and identify any action or learning arising from the complaint;
- explain any available next step or external route if you remain dissatisfied; and
- keep an appropriate confidential record of the complaint and its outcome.

Some matters may take longer because of their complexity or because information is needed from another person or organisation. If this happens, we will explain the reason and provide a revised timescale.



If the complaint is about the Clinic Director or there is another actual or perceived conflict of interest, it will not be investigated solely by the person complained about. GROW Clinic will arrange proportionate independent handling or review and tell you who is dealing with it.

We will notify our professional indemnity insurer immediately and seek appropriate professional or legal advice where required. If a complaint suggests immediate risk, harm, abuse, a criminal offence, a serious professional concern or a personal data breach, we may take urgent protective action and make a proportionate referral to an insurer, safeguarding authority, police, regulator or the Information Commissioner's Office. We will normally tell you before sharing information unless the law, safety or the integrity of an investigation prevents this.

If a concern relates mainly to services or premises provided by another organisation at the location, we will explain who is responsible. With your agreement, we may forward relevant information or help you contact that organisation.

You may withdraw a complaint at any time. We may nevertheless need to consider a matter further where it raises patient-safety, safeguarding, legal, regulatory or wider public-interest concerns.

## **External help and mediation**

If you feel uncomfortable complaining directly to GROW Clinic, or you do not feel that your complaint has been resolved, you may contact the Academy of Physical Medicine. The Academy is separate from GROW Clinic and may offer informal support or mediation. This does not prevent you from contacting a regulator, obtaining legal advice or using another remedy available to you.

### **Academy of Physical Medicine**

Telephone: 01933 328150

Email: [hello@academyofphysicalmedicine.co.uk](mailto:hello@academyofphysicalmedicine.co.uk)

## **Concerns about an osteopath**

Many concerns can be resolved directly with the clinic. However, the General Osteopathic Council regulates osteopaths in the United Kingdom and considers concerns about a registered osteopath's professional conduct, competence or health where these may affect their fitness to practise. It does not regulate every service supplied at the clinic. You do not have to complete GROW Clinic's complaints process before contacting the GOsC.

You should contact the GOsC promptly if your concern involves serious matters such as dishonesty, violence, working under the influence of alcohol or drugs, sexual or otherwise inappropriate boundaries, examination or treatment without consent, serious incompetence, or discriminatory treatment.

General Osteopathic Council

Telephone: 020 7357 6655 ext. 224

Email: [regulation@osteopathy.org.uk](mailto:regulation@osteopathy.org.uk)

Online: [www.osteopathy.org.uk/raising-a-concern/raise-a-concern/](http://www.osteopathy.org.uk/raising-a-concern/raise-a-concern/)

The GOsC's regulatory process is separate from the clinic's complaints procedure. The GOsC does not provide compensation or resolve ordinary customer-service or fee disputes.



## Data protection complaints

If your concern is about how GROW Clinic has collected, used, stored, shared or protected your personal information, you can complain using the same contact details above. Data protection complaints are handled in accordance with the UK GDPR, the Data Protection Act 2018 and the Data (Use and Access) Act 2025.

For a data protection complaint, we will:

- take reasonable steps to help you make the complaint and record an oral complaint accurately;
- normally acknowledge the complaint within five working days and always within 30 days;
- investigate it impartially and respond without undue delay;
- tell you the outcome and any action taken; and
- tell you that you may complain to the Information Commissioner's Office if you remain dissatisfied.

A request to access, correct, erase or otherwise exercise a right over your personal information will also be handled under the applicable data protection rules and the GROW Clinic Privacy Notice, even if it is raised as part of a complaint.

**Possible data breaches.** If a complaint indicates a possible personal data breach, we will assess it promptly, take steps to contain and remedy it, and notify the Information Commissioner's Office and affected individuals where required.

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Online: [www.ico.org.uk/make-a-complaint/](http://www.ico.org.uk/make-a-complaint/)

## Records confidentiality and learning

Complaint information will be shared only with people who need it to investigate, respond, obtain professional or legal advice, notify an insurer, protect safety or meet a legal or regulatory obligation. We will share only what is reasonably necessary. Original clinical records will not be altered in response to a complaint; any later clarification or correction will be dated and added transparently.

A complaints register and complaint records will be stored securely and kept separately where appropriate. They will normally be retained for six years after closure, or longer where documented legal, regulatory, safeguarding or insurance requirements apply, in accordance with GROW Clinic's retention arrangements. Any complaint material that forms part of the patient's clinical record will be retained for at least the applicable clinical-record period.

Complaints and feedback will be reviewed to identify patterns, training needs, risks and opportunities to improve care, communication, accessibility and clinic procedures.

## Respectful and safe communication

We understand that people may be upset or distressed when raising a complaint. We will not restrict contact merely because a complaint is persistent, challenging or critical. However, threats, abuse, harassment, discriminatory language or contact that is excessively repetitive and prevents the complaint being handled may be managed proportionately. Where possible, we will explain the concern, give a warning and set reasonable arrangements such as a single contact person, an agreed channel or frequency of updates. The substance of the complaint will still be considered, and reasonable adjustments will be taken into account.

## Responsibility and review

The Clinic Director is responsible for this policy and for ensuring that complaints are recognised, recorded and handled appropriately. Anyone working on behalf of GROW Clinic must cooperate with an investigation and maintain confidentiality.

This policy will be reviewed annually and sooner following a significant complaint, incident, change in legislation or updated professional or regulatory guidance.