

We're here to help

At Body Balance we are committed to providing you with a first-class service and effectively delivering the services and treatments you require.

If for any reason you are not entirely satisfied with any aspect of our service, we want to hear from you as soon as possible. We will then make the relevant enquiries and aim to put matters right as soon as we can. Where appropriate, we will also take steps to prevent the problem happening again.

You are important to us and your feedback allows us to improve the products and services we offer to you.

Thank you for choosing Body Balance.

Our practitioners are regulated by the following professional bodies.

Osteopathy

The General Osteopathic Council

General Osteopathic Council
176 Tower Bridge Road
London, SE1 3LU

020 7357 6655

Chiropody/ Podiatry

Health Professions Council
Park House, 184 Kennington Park Road
London, SE11 4BU

020 7840 9814

Acupuncture

The British Acupuncture Council (BAcC)
63 Jeddo Road, London, W12 9HQ, UK
020 8735 0400

Homeopathy

Alliance of Registered Homeopaths

Millbrook , Millbrook Hill, Nutley
East Sussex TN22 3PJ

08700 736339

Dealing with your concerns.

We are committed to providing you with a first class service and effectively delivering the services you require

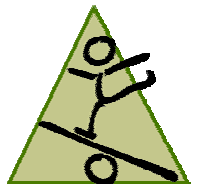
Body Balance

www.bodybalance.co.uk

01708 702200



INVESTOR IN PEOPLE



Raising your concerns with us

Step 1

The easiest and quickest way to resolve any concerns you have is to contact your practitioner or the practice manager on duty.

- The practice numbers are:-
- Romford 01708 702200
- Hornchurch 01708 501150
- South Woodford 020 8532 2922

If your practitioner is not available please tell the receptionist you have a concern that needs answering and your practitioner will contact you or a senior practitioner will contact you on their behalf.

Please allow them to take the first opportunity to answer your concerns and put matters right.

Step 2

In the unlikely event that you are not entirely satisfied, you can:

write to: John Chaffey, Body Balance, 153 Oldchurch Road, Romford Essex RM7 0BD.

telephone: 01708 702200

e-mail: john@bodybalance.co.uk

If we are unable to resolve matters on the spot, we will send you a letter of acknowledgement within five working days to confirm that we are investigating the matters you have raised.

If your concern is about our administration and organisation then this will be dealt with by the management team and the practice principal.

If your concern relates to treatment you case will be reviewed by the senior practitioner/s of the appropriate profession.

We will let you know what is happening at least every week. We will work with you to find a solution to your concern.

Step 3

If communication is difficult or you think it would be helpful you can ask for an independent professional mediator to help to find a solution to your concern.

The mediator will be paid at Body Balance's expense. They will work with you and Body Balance to resolve the situation.

Please ask John Chaffey for details of this service.

Step 4

Clearly, we always want to resolve any concerns you raise with us internally. However, where you are not satisfied with our final response, you may wish to refer your case to the appropriate Professional Regulating Body for your Practitioner.

The contact details are included on the reverse of this leaflet.