



NHS Physiotherapy Complaints Policy & Procedure

1. Policy Statement

Our physiotherapy service is committed to providing high-quality, safe, and effective care. We recognize that sometimes we may not meet the expectations of our patients. We view complaints as a vital tool for learning and improving our service.

Our complaints policy and procedure can be found on our website and is emailed to all new service users before their first appointment

Our Promise:

- We will handle all complaints with **confidentiality** and **impartiality**.
- Making a complaint will **not** negatively affect your future care or treatment.
- We aim to resolve concerns as quickly as possible, ideally through informal conversation.

2. Who Can Complain?

A complaint can be made by:

- A patient who has received treatment.
- A representative (family member, carer, or friend) if the patient has given **written consent**.
- A representative if the patient lacks capacity under the Mental Capacity Act 2005.

3. The Three-Stage Procedure

Stage 1: Local Resolution (Informal)

Most concerns can be resolved immediately by speaking with the treating physiotherapist or the Clinic Manager.

- **Action:** Raise your concern verbally.
- **Goal:** To reach a solution within **24–48 hours** (e.g., changing a therapist, clarifying a treatment plan).



Stage 2: Formal Complaint

If local resolution is unsuccessful or the matter is serious, a formal complaint should be submitted.

- **How:** In writing (email or letter) or verbally to the Practice Manager.
- **Timeline:** Complaints should be made within **12 months** of the incident occurring.
- **Acknowledgement:** We will acknowledge your complaint within **3 working days**.
- **Investigation:** A senior staff member or manager not involved in your care will investigate.
- **Response:** You will receive a full written response, usually within **25–40 working days**. This will include an explanation, an apology if appropriate, and an action plan for service improvement.

Stage 3: Independent Review

If you are still dissatisfied after the formal response, you have the right to take your complaint to the **Parliamentary and Health Service Ombudsman (PHSO)**. This is an independent body that makes final decisions on complaints about the NHS in England.

4. Supporting Organizations

If you need help navigating the process, the following independent bodies can assist:

Organization	Role
PALS	Provides confidential advice and support for NHS users.
Healthwatch	An independent champion for people who use health services.
Advocacy Services	Local organizations (e.g., SEAP or POHWER) that provide free advocates to help you write letters or attend meetings.

5. Learning from Feedback

To ensure we improve, our service will:

1. Record and categorize all complaints.
2. Review "Lessons Learned" in monthly staff clinical governance meetings.



3. Include a summary of complaint trends in our Annual Quality Report.

6. Contact Details

Complaints Manager: Jenny Collis

Address: Fit and Able Ltd, Twyford GP Surgery, 6 Loddon Hall Road, Twyford, Reading, Berkshire RG10 9JA

Email: jennycollis@fitandable.co.uk

PALS Contact: <https://www.nhs.uk/service-search/other-health-services/patient-advice-and-liaison-services-pals>

Important Note on Clinical Negligence

This procedure is for **complaints** regarding service and care. If you are seeking financial compensation for clinical negligence, you should seek independent legal advice, as this falls outside the scope of the standard NHS Complaints Policy.

Date: 2/1/2026

Reviewed by: Jenny Collis