

Complaints Procedure

Farnham Foot Clinic aim to provide the highest quality of patient care to all our patients but occasionally you may have reason to complain. It is always our aim to resolve any complaints swiftly and amicably.

Detailed below is the procedure we follow and information regarding our Professional Body and Regulatory Body should you remain dissatisfied with the outcome of your complaint and wish to take the complaint further.

1. Should you have reason to complain about your treatment, please contact Farnham Foot Clinic, in writing. If you are unsure of the name of the Podiatrist, state the date and time of your treatment.
2. You will receive an acknowledgement of your complaint within 10 working days.
3. You will be invited to attend a meeting with the Podiatrist who treated you. Hopefully at this point the complaint will be resolved. It will be necessary for the complaint to be reported to the Clinical Director. This is a formality and, if preferred, your details can be kept anonymous. Again, if an Associate has carried out the treatment you may be invited to attend a meeting with the Clinical Director.
4. If the complaint cannot be resolved at this point you may wish to take it further. Our recommended procedure is to contact, in writing, our professional body detailing the complaint and addressing the letter to:

The Professional Officer
The College of Podiatry
Quartz House
207, Providence Square
London SE1 2EW

5. It is a requirement of this practice that 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 Farnham Foot Clinic's procedure. The contact details for the HCPC are:

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

0207 5820866