



PUBLIC COMPLAINTS POLICY

The Institute of Chiropodists and Podiatrists

The following information tells you what to expect if you raise a concern or make a complaint to the IOCP about the service you have received from a practitioner who is registered with us.

How to Complain

We hope that most problems can be sorted out easily and quickly, at the time they arise and with the practitioner concerned. If your problem cannot be sorted in this way and you wish to make a complaint, we would like you to let us know as soon as possible so we can establish what has happened easily.

You can raise concerns about a practitioner registered with the IOCP by:

- writing to us at The Institute of Chiropodists and Podiatrists, 150 Lord Street, Southport, PR9 0NP; or
- emailing help@iocp.org.uk

All such concerns and/or complaints are referred to the IOCP's Board of Ethics.

What we will need

- The practitioner's name and practice address
- An explanation of your concerns

Unfortunately, we will not be able to protect your anonymity whilst investigating your concerns.

What we will do

We shall acknowledge your complaint upon receipt. We will then review your complaint carefully to ascertain whether there are any issues which we need to investigate. A reply to your complaint will be sent to you as soon as possible, however this is dependent upon a number of factors, such as the time taken to investigate the matter; the complexity of the case; and whether or not the case is referred to insurers.

If we do investigate, we will need to show the practitioner your complaint. Once we have received his or her comments, we will give you a chance to respond and hope this will bring it to an amicable conclusion.