

## Complaints Policy

If you have a complaint or any concern about any aspect of your treatment you have received from a practitioner or any member of staff, please let us know as soon as possible.

### Step 1

If you speak to us or telephone us, the complaint will be logged and we will attempt to resolve the issue for you straight away.

### Step 2

If you are not satisfied, email your complaint to [irina@cam-therapies.co.uk](mailto:irina@cam-therapies.co.uk) or post it to c/o Irina Szmelskyj, CAM Therapies, 74 Cambridge Road, Impington, Cambridge CB24 9NU.

We will:

1. Treat your complaint seriously
2. Find out what happened and what went wrong
3. Work to resolve your complaint promptly and with confidence
4. Make sure you receive an explanation and an apology, if appropriate
5. Identify what we can do to ensure that this problem does not arise again
6. Learn lessons and use them to review and where appropriate improve our service

### Step 3

If you are dissatisfied with our response you can contact the following professional bodies to make a formal complaint:

The British Acupuncture Council  
63 Jeddo Road  
London  
W12 9HQ  
+44 (0) 20 8735 1205  
[ethics@acupuncture.org.uk](mailto:ethics@acupuncture.org.uk)

General Osteopathic Council  
Osteopathy House  
176 Tower Bridge Road  
London SE1 3LU  
+44 (0) 20 7357 6655  
[info@osteopathy.org.uk](mailto:info@osteopathy.org.uk)

Births Society of Clinical Hypnosis  
c/o Hollybank House,  
Lees Road,  
Mossley,  
Ashton-u-Lyne OL5 0PL  
+44(0) 7702 492867  
[natoffice@bscah.co.uk](mailto:natoffice@bscah.co.uk)