



Complaints Policy

True Health Clinics, 34 Cambridge Road, Godmanchester, Huntingdon PE29 2BT

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@truehealthclinics.com or post it to c/o Irina Szmelskyj, True Health Clinics, 34 Cambridge Road, Godmanchester, Huntingdon PE29 2BT. 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

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

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