



Feedback Handling Guide

Providing Feedback/Raising Concerns:

At Six Physio we are committed to offering everyone the very best service, but if you would like to feedback anything regarding your experience with us then please let us know.

This document outlines the process we follow when someone provides us with feedback.

Our process:

When you contact us with your feedback the Clinic Director will ask about the nature of your feedback. They will record this and will try to resolve any issues raised straightaway. More complex matters may take longer to solve and if we have been unable to resolve your case promptly, we will monitor closely and keep you informed of progress until we can settle your concerns fully.

What to expect after raising any concerns:

- We will acknowledge your concerns and investigate thoroughly.
- We will keep you updated and informed of the outcome.
- We will treat you fairly, politely and with respect at all times.
- Your care and treatment will not be affected by raising any concerns.
- Following your feedback appropriate actions will be taken where needed.
- Recommendations and learning opportunities resulting from the investigation will be used to improve our processes and services going forwards.
- We will advise you on options to escalate your feedback if you are unhappy with our response.

We aim to resolve all concerns fully and as quickly as possible.

How to provide feedback:

Our team can be contacted in the following ways:

- By post: Six Physio, Studio 6, 115 Harwood Road, London SW6 4QL
- By email: support@sixphysio.com
- By phone: 020 3266 1062