

# Complaints Procedure

## BRENNAN PODIATRY Complaints Handling Policy

### Our complaints policy

We are committed to providing a high-quality podiatry service to all our patients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details by writing to:

**MR MARK BRENNAN: BRENNAN PODIATRY, 29 UPTON ROAD, MORETON, WIRRAL.  
CH46 0PE**

### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint.
3. We will write to you to explain what our investigation found and the outcome of the findings, within 28 days of receipt of the complaint.
4. If the person raising the complaint is not satisfied with our response, they have the option to take the matter further by contacting

Our Professional body:

The Royal College of Podiatry <https://rcpod.org.uk/the-college/complaints@rcpod.org.uk>

Or our Regulatory Body

The Health and Care Professional Council (HCPC)

using their website for further information, <https://www.hcpc-uk.org/public/what-should-i-do-if-i-am-unhappy-with-an-hcpc-registered-professional/>