



Complaints Procedure  
For  
The Association of Osteomyologists

## **The General Council of Osteomyologists: their function for you, the patient.**

The General Council and Association of Osteomyologists are responsible for:

Maintaining a Register of those entitled to call themselves Osteomyologist

Providing for Osteomyologists education and conduct

Regulating the Osteomyology profession

## **The Register of Osteomyologists**

The GCO and TAO maintain the Register of those entitled to practice Osteomyology

## **Education and Training of Osteomyologists**

We have a duty to our patients to determine and monitor the standard of proficiency. This is a standard required for the safe practice of Osteomyology. We insure that qualifications awarded by any educational institute to Osteomyologists have reached the required standard and when Osteomyologists enter onto our register they are required to keep their training and development up to date and maintain professional standards.

## **Fitness to Practise**

We have empowered various committees to consider cases and allegations against Osteomyologists:

Have been guilty of unacceptable conduct;

Have been guilty of professional incompetence;

Has been convicted of a criminal offence;

Is unable to practise properly as an Osteomyologist because of his/her physical or mental condition;

## **What can you do if you have a problem with your Osteomyologist**

If you believe your complaint is to do with the service you received from a practice or the behaviour of an Osteomyologist, then first contact them directly and talk it through. We find the majority of problems are caused by misunderstandings and can easily be resolved. If you still remain unsatisfied or the complaint is more serious, you must contact our **Complaints Investigation and Disciplinary Committee**.

## **Making a Complaint**

Telephone us on 0208 504 1462 to discuss your complaint. If you decide to lodge a formal complaint with us, we will ask you to provide as much information as you can about your allegations. This, of course, we need in writing.

We take any complaint about an Osteomyologist very seriously. The steps we take to investigate and deal with them are governed by the General Council of Osteomyologists. Any complaint is first assessed by the screeners to make sure it is something that we should be dealing with. The screeners will carefully look at all the supplied information. If need be we may contact you to clarify certain details. After having considered the information and evidence available, the screeners may decide not to act on the complaint at this time. In the event of this happening, we will inform you as to why we are not taking your complaint further. It may be because:

The Practitioner is not registered with the GCO;

The complaint is not serious enough or frivolous;

The complaint is not related to the Osteomyologists' practice;

There is unlikely to be sufficient evidence to support the complaint;

The screeners will not reject a complaint without first consulting with one of our lay members of the appropriate Committee. However serious your complaint is, we must have sufficient evidence to make a bone-fide investigation by our Committees. If we cannot have this, your case will not proceed. If we investigate a complaint, we will tell the Osteomyologist involved about the allegation and give him/her a copy of your written statement to which the Osteomyologist has the right to respond. We need your agreement to contact the Osteomyologist and so your identity will be revealed.

## **Investigation Committees**

The screener will report to the C.I.D.C. This is made up of Osteomyologists and Lay Members. Their function is to assess the complaint, the supporting evidence and any response from the Osteomyologist. They then decide what decision is to be made – whether of

Serious incompetence;

Unacceptable conduct;

A conviction for a serious criminal offence;

At least one Lay GCO member will review each case from the public interest point of view.

### **The Decision of the C.I.D.C.**

The C.I.D.C. will inform you of its decision after the Committees hearing. The Practitioner or his representative may give mitigation before the C.I.D.C. considers what action to take. The Osteomyologists name will be removed from the Register (they cannot practise as an Osteomyologist) only in the most serious cases. Other steps the C.I.D.C might take are:

Suspending an Osteomyologist from practice for a period of time;

Imposing conditions on the Osteomyologist practice or allowing them to continue working in a limited manner;

Formally admonishing the Osteomyologist;

The C.I.D.C. cannot order an Osteomyologist to compensate a patient or pay a fine, but can possibly recommend a refund.

### **Appeals**

An Osteomyologist can appeal against a decision to remove or restrict their registration to the GCO who will consider all factors involved.

### **To contact The General Council of Osteomyologists**

80 Greenstead Avenue

Woodford Green

Essex IG8 7ER

Telephone 0208 504 1462

Email [registrar@osteomyology.co.uk](mailto:registrar@osteomyology.co.uk)

Fax 0208 924 9152