



## Trinity Physiotherapy — Complaints Procedure

*Last updated 11/10/2026*

If you're unhappy with any part of your care or our service, please tell us. We'll listen, look into it properly and put things right where we can. Raising a concern will never affect your treatment.

### How to raise a concern

You can speak to your physiotherapist at your appointment. Many concerns can be sorted out straight away.

If you'd prefer, or if that doesn't resolve it, contact Emily Bourne, Practice Lead:

- **Email:** [admin@trinityphysio.co.uk](mailto:admin@trinityphysio.co.uk)
- **Phone:** 0800 086 2846
- **Post:** Trinity Physiotherapy, 9 Coniston Road, Woking, Surrey GU22 9HU

Please tell us your name, contact details, the date of your appointment, which clinic and physiotherapist were involved, what happened, and what you'd like us to do. Someone else can complain on your behalf with your permission.

### What happens next

| Step                                                                                                 | When                                                                                 |
|------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| We acknowledge your complaint and tell you who is handling it                                        | Within 3 working days                                                                |
| We look into it, which may include talking to the physiotherapist involved and checking your records | Usually within 20 working days                                                       |
| We send you a full written reply explaining what we found and any action we're taking                | Within 20 working days. If we need longer, we'll tell you why and when to expect it. |

We'll keep your complaint confidential and separate from your clinical records.



## **If you're still unhappy**

- **Concerns about a physiotherapist's fitness to practice** can be raised with the Health and Care Professions Council (HCPC) at [hcpc-uk.org](https://www.hcpc-uk.org).
- **If your treatment was funded by a health insurer**, you can also contact your insurer.
- **Concerns about how we've handled your personal information** can be raised with the Information Commissioner's Office at [ico.org.uk](https://ico.org.uk) or on 0303 123 1113.

We use complaints and feedback to improve our service, and we review every complaint for lessons we can learn.