



Cancellation Policy

Reminder emails and/or text messages will be sent as a courtesy to all our clients, however the onus is on yourself to keep a record of all of your future appointments.

To cancel or reschedule an appointment without incurring a charge, we require at least 24 hours notice. Appointments being cancelled or rescheduled with less than 24 hours notice of the appointment time will be liable to a late cancellation fee and will be charged the price of the session

Complaints Policy

Aim 4 More Physiotherapy strives to provide a high quality of patient care. But if, for any reason, you are unhappy with the treatment or service you have received, you can make a complaint, have it considered and receive a response in writing.

At Aim 4 More we are committed to maintaining optimal patient centred care and therefore we aim to deal with all complaints in a thorough, sensitive, confidential and timely manner.

Who can complain?

A complaint can be made by any client affected by a decision made by an Aim 4 More Physiotherapy. A complaint can also be made by someone acting on behalf of a client, provided they have written consent from the client.

What are the time limits for a complaint?

All complaints should be made as soon as possible after they arise in order to aid quick resolution. However, we are aware that in some instances this may be more difficult.

How do we manage complaints?

If you have a complaint, then please contact us with the details and we will address it in the way set out below. The point of having this procedure, is so that you know how and when we will respond to you.

If you would like to speak to anyone about a complaint that you have, then please just ring us for an initial discussion.

We may during discussions ask you to put your complaint in writing to us, as this can often make it easier to address.

If you would prefer (or if you have agreed) to write (by email or letter) then please set out the details of your complaint. It would help if you could detail:



- A brief background leading up to the complaint
- Persons involved
- Precise nature of your complaint
- Action required to resolve the problem

We will acknowledge receipt of all complaints within 72 hours and will send a copy of our complaints procedure.

Data Security Policy

All personal information will be treated in accordance with the Data Protection Act 1998.

Data will be used for provision and administration of patient care only. Written and printed records will be stored securely. Computer stored information will be password protected and with network security software.

Aim 4 More Physiotherapy is compliant with GDPR.

Quality Assurance Policy

At Aim 4 More Physiotherapy, our clinicians have a desire to provide a service of excellence to all clients whilst adhering to their professional, moral and ethical codes of practice. We work closely with all service users to ensure we provide a safe and effective person-centred practice.

All clinicians at Aim 4 More Physiotherapy are registered with the Health and Care Professions Council (HCPC) and the Chartered Society of Physiotherapy (CSP) who are the regulatory bodies of the profession and ensure high professional standards are maintained. Specialist clinicians may also be members of particular interest groups such as ACPIN and AACP.

All clinicians at Aim 4 More Physiotherapy are simultaneously employed within the NHS; this alongside active engagement with continuous professional development (CPD) ensures our clinicians continue to maintain and develop their competencies in an ever-evolving profession. We utilise our resources and the latest physiotherapy research to provide treatment in line with the best available evidence. All clinicians are DBS checked and have active public liability insurance.

Aim 4 More Physiotherapy and its employees consistently reflect on the quality of the service provision and encourage its service users to be involved in the planning and development of our service.