



*The Practitioner Organisation for Upledger CranioSacral Therapy*

## Complaints Procedure

If you feel the need to formally make a complaint about a member of the Cranio Sacral Society, please read the following:

1. The information which you give to the Society will remain confidential, unless:
  - a) you give your permission in writing to approach the member
  - b) the CSS or Upledger Institute UK has to disclose the information to comply with the law
2. You may wish to log a complaint without further action being taken. At various times, the CSS may request that you reconsider your refusal to take action. This situation may arise if further information or incidents are made known from other sources.

Should you wish to take further action at any time, you may approach the CSS.

3. The CSS may use the information indirectly to be more vigilant with regard to the member being complained about, e.g. on courses or in study groups.
4. Please be aware that unless you are prepared to have your name released to the therapist we cannot process your complaint.

If you wish to proceed with your complaint, please complete parts one and two of the following form. Make sure both parts are signed and return it to the Secretary, The Cranio Sacral Society, 196 Surrenden Road, Brighton, BN1 6NN.



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### Part One

If you have a complaint about a member of the Cranio Sacral Society, please make sure you have read the accompanying notes first and then complete the details below.

Your Name:

Your Address:

Tel for contact:  
(Please state daytime or evening)

Please tick as appropriate and sign below

a) I have read the complaints process

b) I wish to log this complaint and I would like the therapist concerned to be approached

c) I wish to log this complaint but I do not wish my name to be disclosed at this time, I realise in this case it will not be possible for my complaint to be fully addressed

Signature..... Date.....

## Part Two

I wish to make a complaint about (Name of Therapist)

.....

Full address:

Tel:

What condition did you have when you visited the therapist?

Was the problem resolved?

Date, time and place of incident:

What happened that made you want to issue this complaint? (If you wish to write a separate letter then please do so. You still need to complete and sign both parts of this form):

Signature..... Date.....