

COMPLAINT FORM

**Complaints relating to
Members of the Osteopathic Council of Ireland**

Osteopathic Council of Ireland
19 Ryebriidge Avenue
Kilcock
Co. Kildare
W23VX07

Telephone: [0862025660]
Email: info@osteopathy.ie

Important Information

Please read the Osteopathic Council of Ireland's Disciplinary Proceedings document before you complete this form. This document contains information on the complaints process, the type of complaints that can be considered and what can happen to your complaint. The Disciplinary Process is available on the Osteopathic Council of Ireland's website at

<https://osteopathy.ie/complaints>

The Osteopathic Council of Ireland Code of Professional Conduct and Ethics provides further information in relation to the Council's standards of ethics, conduct and performance. The Code of Professional Conduct and Ethics is available at

https://osteopathy.ie/wp-content/uploads/2024/06/OCI_Code_of_Professional_Conduct_Ethics-.pdf

The Osteopathic Council of Ireland can only consider complaints about Members of the Osteopathic Council of Ireland. Members of the public can check if a person is a Member of Osteopathic Council of Ireland on the website at:

<https://osteopathy.ie/location>

For a complaint to be considered by our Ethics and Disciplinary Committee, the complaint must be of a serious nature.

The Osteopathic Council processes data in accordance with GDPR standards available at <https://gdpr-info.eu/>

What do you need to do to make the complaint?

1. Download this complaint form from our website.
2. If you are complaining about more than one Member you need to complete separate complaint forms for each Member.
3. Type the details on to the complaint form and then print, sign and post it to us. If you are completing the complaint form by hand, please write as neatly and clearly as possible.
4. Enclose any other documentation not exceeding 4 pages that you wish to submit with the complaint form.
5. Please post the signed complaint form together with any supporting documentation to us at:
Osteopathic Council of Ireland
19 Ryebriidge Avenue
Kilcock
Co. Kildare
W23VX07

You may also email the completed complaint form to ethics@osteopathy.ie

1. Your Details

Title:	
Your full name:	
Address Line 1:	
Address Line 2:	
Address Line 3:	
Address Line 4:	
Address Line 5:	
Eircode, (if known)	
Your date of birth:	
Your daytime telephone number: (include area code)	
Your mobile phone number:	
Your email address:	

2. Details of the Member you are complaining about

Please provide the full name of the Member you are complaining about, together with the name and address of where the Member works (if known). If the incident occurred at a different place, please say where it occurred.

Remember - if you are complaining about more than one Member you need to complete separate complaint forms for each Member.

The Member's Details

Member's Full Name:	
The workplace of the Member	
The address for the Member's workplace	
Telephone numbers to include office and mobile numbers	
Email address for the Member	
What is your relationship with the Member?	<input type="checkbox"/> Client <input type="checkbox"/> Employer <input type="checkbox"/> Employee <input type="checkbox"/> Other (Please specify)
Have you used the services of the Member on more than one occasion?	

3. Details of your complaint

Please describe your complaint fully, in the box below, to include exactly what happened, where it happened and when it happened (please include dates where known).

If you do not have enough space, please continue on a separate sheet do not exceed 4 sheets.

☐ Please tick box if you have included a separate sheet(s) and the number of sheets:

4. Documents

If you have any documents, that might support your complaint, please enclose **copies** and please list them here

5. Complaints to Other Organisation’s

Have you made a complaint about the Member to any other organisation(s)?

- ☐ Yes
- ☐ No

Please note that the Osteopathic Council of Ireland's consideration of a complaint is independent to any other organisation.

If you have complained about this to any other organisation(s), please list the organisation(s)

Please provide brief details of what happened to your complaint and send us copies of all correspondence between you and the organisation(s) to which you made the complaint.

Checklist and Declaration section

<input type="checkbox"/> I have given my name and a contact telephone number.
<input type="checkbox"/> I have given the full name and contact details for the Member.
<input type="checkbox"/> I have described my complaint as fully as possible.
<input type="checkbox"/> I have enclosed the documents that are relevant to my complaint.
<input type="checkbox"/> I have enclosed any other correspondence about my complaint that I have sent to, or received from, any other organisation(s).
<input type="checkbox"/> I have checked that all pages of this form are complete and enclosed together with any additional pages.
<input type="checkbox"/> I understand that a copy of my complaint form and any documents attached to it, together with any further information I submit during the complaint process will be sent to the Member I am complaining about.
<input type="checkbox"/> I confirm, that to the best of my knowledge and belief, all information that I have included is complete and accurate.

Name (block capitals):

Signature: _____

Date:

The completed complaint form and any supporting documentation should be posted to us at the following address:

Osteopathic Council of Ireland
19 Ryebriidge Avenue
Kilcock
Co. Kildare
W23VX07

Alternatively, you can email the completed complaint form to ethics@osteopathy.ie

For more information about our complaints process please visit the section of our website dealing with complaints at <https://osteopathy.ie/complaints>