

Complaints Form - Data protection and general

Not Just Backs Ltd

(For concerns about care, service, or how your personal information is used)

1. Your details

Full Name:

Address:

Postcode:

Email:

Phone Number:

Preferred method of contact:

Email

Phone

Letter

Other (please specify): _____

Are you completing this form on behalf of someone else?

Yes

No

If yes, please provide:

Name of the individual: _____

Your relationship to them: _____

Your contact details (if different):

Please attach proof of your authority to act on their behalf:

Signed letter of authority

Power of attorney

Other (please specify): _____

2. Identity verification (if required)

If we need to verify your identity, we may ask for one of the following:

- Passport
- Driving licence
- Utility bill (dated within the last 3 months)
- Other acceptable ID

Have you attached proof of identity?

Yes

No

Not required

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High Street, Tisbury SP3 6HH | T 01747 87 00 99

3. About your complaint

What type of complaint are you making?

- About my osteopathic care or treatment
- About customer service or communication
- About how my personal information has been used (data protection complaint)
- Something else (please describe): _____

Please describe your complaint in as much detail as possible:

(Include dates, people involved, what happened, and how it has affected you.)

What outcome would you like as a result of this complaint?

4. Supporting information

Please attach any documents that may help us understand your complaint, such as:

- Emails or letters
- Screenshots
- Appointment details
- Relevant records
- Evidence relating to data use

Have you attached supporting documents?

Yes

No

5. Accessibility and additional support

Do you need any adjustments to help you make this complaint?

(e.g., large print, help completing the form, communication support)

Yes

No

If yes, please tell us what you need:

6. Complaints from Children or Young People

If the complainant is under 18:

Age of child/young person:

Does the child understand their rights and the nature of the complaint?

Yes

No

Unsure

(We may need to assess competence to ensure the child can exercise their data rights.)

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7. How we will handle your complaint

- We will **acknowledge your complaint within 30 days**.
- We will investigate your concerns promptly and respond **without unnecessary delay**.
- If your complaint relates to personal data, we will explain how your information is used and your rights under data protection law.
- If you are unhappy with our response, you can contact the **Information Commissioner's Office (ICO)** or the **General Osteopathic Council (GOsC)** depending on the nature of the complaint.

8. Declaration

I confirm that the information I have provided is accurate to the best of my knowledge.

Signature:

Date: