

GLENSIDE SPORTS INJURY CLINIC

Complaints Policy

UWE Bristol, Glenside Campus

Document owner	Clinic Practice Manager
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1. Purpose

The Glenside Sports Injury Clinic welcomes all feedback from patients, students and staff. Complaints are reviewed promptly and used to improve clinic practice. We encourage concerns to be raised where standards have not been met. This policy sets out how complaints are managed.

2. What Is a Complaint?

A complaint is any concern raised about the clinic's service, staff, students, facilities or communications that requires a response. This includes:

- Dissatisfaction with clinical assessment or treatment received.
- Concerns about the conduct or professionalism of a student or supervisor.
- Issues with appointment booking, waiting times or cancellations.
- Concerns about the clinic environment or equipment.
- Communication failures or difficulties.
- Billing or payment disputes.

A complaint is not treated as a formal complaint if it is raised verbally and resolved within 24 hours. Where this happens, a brief written note may be made by the supervisor or Practice Manager for monitoring purposes, but no formal investigation will be opened.

A complaint is separate from a safeguarding concern, a clinical incident or a data breach, each of which is managed under its own policy.

3. How to Make a Complaint

Complaints can be made in any of the following ways:

- In person: by speaking directly to the Clinical Supervisor or Practice Manager during or after a session.
- By email: to sportsinjuryclinic@uwe.ac.uk.
- Following the UWE complaints procedure: [Complaints - Contact us | UWE Bristol](#)

Complaints should normally be raised within three months of the incident occurring, or within three months of you becoming aware of it. This helps us investigate effectively while the details are still clear. Complaints received outside this window will still be considered, but investigation may be more limited.

If you are making a complaint on behalf of someone else, we will need their written permission before we can respond to you. Where a complaint is made anonymously, it will not normally be possible to investigate or respond to it. Anonymous concerns will be noted and considered in our broader service monitoring.

4. How We Handle Complaints

4.1 Informal resolution

Where possible, concerns should be resolved at the point of contact. If you raise an issue during a session, the supervising clinician will consider the concern and seek to resolve it where appropriate. If resolved informally within 24 hours, no formal complaint record is opened. The supervisor will notify the Practice Manager of any concern raised in session, even if it appears resolved, so that any patterns can be monitored.

4.2 Formal complaint process

Where a concern cannot be resolved informally, it is handled under the UWE Bristol complaints procedure, available at [Complaints - Contact us | UWE Bristol](#). This covers acknowledgement, investigation, response and escalation stages.

5. Recording and Learning

- Complaints are recorded by the Practice Manager. Records include the nature of the complaint, the date and the outcome.
- Complaint themes are reviewed at the monthly supervisor meeting and annually as part of the clinic's service review.
- Students and supervisors will be informed of complaint outcomes where relevant as a learning opportunity. Individual patient details will not be shared beyond those directly involved.

6. Confidentiality

All complaints are handled confidentially. Information about a complaint will only be shared with those directly involved in investigating and resolving it. Making a complaint will not affect the quality of care you receive.

Contact

Practice Manager	Chris Gentry
Email	Chris.Gentry@uwe.ac.uk
Clinic email	sportsinjuryclinic@uwe.ac.uk

UWE Bristol Formal Complaints

Website	Complaints - Contact us UWE Bristol
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