



Making a complaint

We aim to provide the best care possible at all times.

If you feel our standards have slipped or you are unhappy with the treatment you have received, it would be helpful if you could raise the issue with the student / staff member concerned at the time – feedback is a vital tool in the learning process.

If this is not possible, then we would suggest calling or emailing as soon as you are able, and if necessary contacting the Clinic Director to discuss your concerns.

Should you feel the need to escalate the matter, then you should contact our Senior Management Team at our Grange Road premises in Bermondsey.

London School of Osteopathy Clinic

Mayfield House, 202b Cambridge Heath Road, London E2 9LJ

Email: lsoclinic@lso.ac.uk Tel: 0208 983 7133

London School of Osteopathy Senior Management

The Grange, 12 Grange Road, London SE1 3BE

Email: info@lso.ac.uk Tel: 0207 237 1422

Serious unresolved issues can be raised with the General Osteopathic Council.

General Osteopathic Council

Osteopathy House, 176 Tower Bridge Road, London, SE1 3LU

Email: info@osteopathy.org.uk

General enquiries: 020 7357 6655. To make a complaint call: 020 7357 6655 x224

<https://www.osteopathy.org.uk/standards/complaints/>