 **Third Floor South, Chancery Exchange,
10 Furnival Street,
London EC1A 1AB**

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Web [www.csp.org.uk](http://www.csp.org.uk/)

The Chartered Society of Physiotherapy Complaints Form

If there is anything which makes it difficult for you to pursue your complaint, for example if English is not your first language or you have a disability, please tell us how we might be able to help you by contacting complaints@csp.org.uk

Have you read the [complaints procedure](https://www.csp.org.uk/system/files/documents/2023-04/COMPLAINTS%20PROCEDURE%20-%202023current.pdf) to ensure your complaint meets the CSP criteria for a complaint

**Personal Details**

|  |  |
| --- | --- |
| **Title** (please circle your response) | Mr / Mrs / Miss / Ms / Mx/ Master / Professor / Doctor/ other: |
| **Full name** |  |
| **Address** |  |
| **Postcode** |  |
| **Email address** |  |
| **Telephone number** |  |

**Details of incident/s complaint relates to**

Please complete the below information in as much detail as possible

|  |
| --- |
| 1. Name of the Member/members the complaint relates to
 |
|  |
| 1. Your relationship to the member (if any)
 |
|  |
| 1. Date/s of alleged incident/s
 |
|  |
| 1. Clear summary of the incident/s
 |
|  |
| 1. Please confirm how the complaint falls within the scope of the CSP Complaints Procedure (e.g., impact on the reputation of the CSP)
 |
|  |
| 1. Have you submitted the complaint to another professional body / regulatory body? (Please circle your response)
 |
| Yes NoIf yes, please specify details of who the complaint has been submitted to: |
| 1. Are you intending to enter into a legal proceeding or have these already commenced (please circle your response)
 |
| Yes No Already Commenced |
| 1. I consent that all of the documentation submitted can be disclosed to the member complained of, Investigation Officer, Complaints Panel and any other relevant third party (please circle your response)
 |
| Yes No(Please note that in line with GDPR/Data Protection Act 2018 personal details such as your contact details/address would not be shared with anyone but the complaints coordinator) |

Please send the completed form to:

Complaints Coordinator Third Floor South, Chancery Exchange,

10 Furnival Street,

London EC1A 1AB

Email: complaints@csp.org.uk