

Guide To Making A Complaint To RAMP

RAMP (the Register of Animal Musculoskeletal Professionals) is a Register of professionals (called Registrants) who use chiropractic, osteopathic and physiotherapy techniques for animals. Acceptance onto the Register requires applicants to satisfy strict criteria.

To maintain those standards, RAMP has a Complaints Process so that it can find out about:

1. Problems people have about Registrants
2. Problems people have about RAMP

Please outline your complaint as objectively and clearly as possible on the Complaints Form provided, so that we can understand your grievance and concerns.

RAMP takes complaints very seriously

1. A Complaints Manager will personally handle the process of responding to your concerns. Please send information to the Complaints Manager by email or by letter to Pembroke House, Middle Lane, Shotteswell, OX17 1JQ.
2. The Complaints Manager may first recommend an informal process, so that both parties meet on neutral territory to discuss the concern. If this is inappropriate, or if matters cannot be resolved in an informal manner, we will ask you to send a letter of Formal Complaint to the Complaints Manager at RAMP.
3. The letter of Formal Complaint should state the nature of the complaint and, if possible, which article of the Code of Practice is alleged to have been breached, and include the nature/extent of the incident, details of when the incident occurred, and what remedy is sought. We will acknowledge the complaint in writing as soon as possible (normally within 5 working days).
4. The RAMP Committee will appoint a mediator if appropriate for informal and formal complaints made against its registrants.
5. As part of our consideration process, we may invite you to a meeting to discuss the complaint and provide any further details required. You may bring an independent person, such as an advocate, interpreter or mediator with you if you wish.
6. Your complaint remains confidential within the process as much as possible. You will be informed in advance where possible if details need to be shared beyond the process.
7. Your complaint is managed and evaluated by people who are independent of the Registrant you have complained about.
8. Once the facts have been established, we will send a written response to you. This gives a full description of the decisions taken, and the reasons for taking them. If any further action is needed, we will say what we are proposing to do. We want these decisions to be fair, transparent, consistent and explained clearly.
9. Information that is given to the RAMP Committee for the purpose of a complaint, is kept and dealt with in compliance with the General Data Protection Regulations 2018.
10. Where a complaint is made about a person who is not registered on the RAMP Register, you will be guided to more appropriate organisations when possible.