



Guidance on 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.

RAMP takes complaints very seriously.

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 with RAMP

All registrants should have a complaints procedure in their practice and deal with complaints promptly and fairly. So, it may be worth trying to solve the problem first with the registrant. If you are not satisfied with how the registrant deals with your complaint, then you have the right to complain to us.

If you want to make an informal enquiry regarding your concerns, please use the “Get in Touch” function on this website. If you want to complain formally please outline your complaint as objectively and clearly as possible on the Complaints Form provided, so that we can understand your grievance and concerns.

On the Complaint Form you should state the nature of the complaint and, if possible, which article of the **Code of Practice** alleged to have been breached and include the nature/extent of the incident, details of when the incident occurred including any supporting evidence, and what remedy is sought. We will acknowledge the complaint in writing as soon as possible (normally within 5 working days).

We can consider complaints relating to:

- Treatment, the care of an animal or advice given to the owner by a registrant.
- Any aspect of the professional or personal behaviour of a registrant.

We will not usually investigate allegations relating to:

- Complaints solely about business disputes.
- Complaints solely about employment, contracts, or business premises.
- Complaints solely about fees or costs of treatment unless there are allegations of dishonesty or an intent to deceive or mislead.
- Complaints brought solely to remedy a private grievance.

- Vexatious complaints (a complaint that is entirely without merit and is brought with the intention of causing inconvenience, harassment, or expense to the registrant).
- Complaints which amount to a difference of professional opinion.
- Complaints which have already been heard and dismissed by the courts or the insurance industry
- Incidents which occurred more than 24 months prior to the time when the complaint is lodged

RAMP take complaints very seriously as they help maintain a competent register. However, RAMP has no legal powers as a voluntary Register and as a consequence can provide no financial compensation or compel our registrants to do so.

RAMP will acknowledge your complaint within 5 working days: if you do not receive an acknowledgement then please email: complaints@rampregister.org

Making an Informal enquiry regarding a concern.

Please use the 'Get in Touch' form accessible on the Contact page on the website.

You will be invited to a confidential online meeting via the Zoom platform with a RAMP Complaints Officer.

The RAMP Complaints Officer will discuss your concern with you and any action or solution that is acceptable to you.

If your concern can not be resolved you will be advised to lodge a formal complaint.

Making a formal Complaint against a RAMP Registrant.

Please lodge your complaint via the portal on the RAMP website www.rampregister.org. Where possible please state the article of the Code of Conduct alleged to have been breached and include the nature/extent of the incident, details of when the incident occurred including any supporting evidence, and what remedy is sought.

On receipt of your Complaint RAMP will conduct the following process.

1. A Complaints Officer will personally handle the process of responding to your concerns. Your complaint is managed and evaluated by people who are independent of the Registrant you have complained about.
2. If appropriate the Complaints Officer may first recommend an informal process, so that both parties meet on neutral territory to discuss the concern.
3. 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. The account given by the registrant and any other third party is also kept confidential and will not be disclosed unless they give their permission, or it is required by a court order
4. We aim to investigate complaints in as short a time as possible, but the time taken will depend on the details of the complaint. On receipt of your complaint, there is a

standard policy which the Council must follow to establish the facts and the circumstances which initiated this complaint.

This process will take time depending on the complexity of the case.

5. As part of our consideration process, we will invite you to a meeting to discuss the complaint and provide any further details required which will include any evidence or third-party details. You may bring an independent person, such as an advocate, interpreter or mediator with you at your own expense, if you wish. This meeting will take place online via the Zoom platform and it will be recorded. You will be sent a copy of the recording.
Meetings will also be arranged with the registrant you are complaining against and any third party that may add insight or evidence to the case.
6. If at any time throughout the process new evidence becomes available to support your complaint you should let the Complaints Officer know immediately. It will be at the discretion of the RAMP Council if this evidence can be considered.
7. Your Complaint will be considered at the first available RAMP Council meeting.
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. Once a decision has been made new evidence will not be considered.
8. Information that is given to the RAMP Council for the purpose of a complaint, is kept and dealt with in compliance with the General Data Protection Regulations 2018.
9. Where a complaint is made about a person who is not registered on the RAMP Register, you will be guided to more appropriate organisations where possible.

Appeal Process

If you are still not satisfied and you feel that RAMP has not followed the complaints process and protocols correctly, you may request your complaint to be appealed, via an external review. RAMP will appoint an external investigator to review RAMP's process of handling your complaint. The external investigator will be independent from the veterinary care industry and a non-clinical professional.

You will not be permitted to add any new evidence as part of your appeal.

For clarity it is a review of the process followed by RAMP that will be reviewed in an external review not the decision made by the RAMP Council. The decision is therefore final unless a deviation from procedure has influenced the decision.

There will be an administration fee of £1500 payable on lodging any appeal, which will be refundable on a successful outcome by the complainant. There is no refund if RAMP have followed the correct procedure and therefore the initial decision is upheld.

The decision of the external investigator is final, and RAMP will take no further action.

Making a Complaint about RAMP.

Please lodge your complaint via the portal on the RAMP website www.rampregister.org. Where possible please include the nature/extent of the incident, details of when the incident occurred including any supporting evidence, and what remedy is sought.

As a voluntary register RAMP welcome complaints so our procedures and processes can be improved and any concerns addressed.

RAMP is not responsible to any higher professional regulatory authority and has no legal powers.

On receipt of your Complaint RAMP will conduct the following process.

1. A Complaints Officer along with the RAMP Councils Representative of Service User (Lay person) will handle the process of responding to your concerns.
2. 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. The account given by any other third party is also kept confidential and will not be disclosed unless they give their permission, or it is required by a court order
3. We aim to investigate complaints in as short a time as possible, but the time taken will depend on the details of the complaint. On receipt of your complaint, there is a standard policy which the Council must follow to establish the facts and the circumstances which initiated this complaint.
This process will take time depending on the complexity of the case.
4. As part of our consideration process, we will invite you to a meeting with the Complaints Officer and the RAMP Council Representative of the Service User (Lay person) to discuss the complaint and provide any further details required which will include any evidence or third-party details . You may bring an independent person, such as an advocate, interpreter or mediator with you at your own expense, if you wish. This meeting will take place online via the Zoom platform and it will be recorded. You will be sent a copy of the recording.
5. Meetings will also be arranged with any third party that may add insight or evidence to the case.
6. During this meeting the RAMP Council representatives will discuss your concern and attempt to resolve the issue. If the matter can not be resolved to your satisfaction then your Complaint will be considered at the first available full RAMP Council meeting.
7. If at any time throughout the process new evidence becomes available to support your complaint you should let the Complaints Officer know immediately. It will be at the discretion of the RAMP Council if this evidence can be considered.
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. Once a decision has been made new evidence will not be considered.
9. Information that is given to the RAMP Council for the purpose of a complaint, is kept and dealt with in compliance with the General Data Protection Regulations 2018.
10. The full Council decision is final, and RAMP will take no further action.

Appendix 1.

An Informal enquiry regarding a concern

Contact made via www.rampregister.org contact page



Complaints Officer appointed



Investigation starts



If investigation warrants meeting set between complainant and registrant with representative present (via teams or zoom).



If issues can be resolved, and the complainant is happy with the outcomes, then a written account of investigation will be given to all parties.

If not then this can be escalated up to a formal complaint.

Appendix 2.

A Formal Complaint against a RAMP registrant

Complaint made via www.rampregister.org Complaints Guidance on the owner's page.



Complaints Officer appointed



Investigation starts



Zoom meeting with complainant and any other relevant party to discuss case



Case will be discussed by quorum of RAMP Council at the next convenient Council meeting



Once the case has been reviewed, RAMP will send a written response to you.

Appendix 3.

Appealing a Complaint process against a RAMP registrant

If you feel that RAMP have not followed the complaints process and protocols correctly, then an appeal can be lodged with the Council via email to

info@rampregister.org



An external investigation will be launched.



The external investigator will be a non-clinical professional who will be independent of RAMP and the veterinary care industry.



Admin fee of £1500 will be charged, if your appeal is successful it will be refunded, if it is not successful, it will not be refunded.



You will be informed of the independent review decision. The decision of the external investigator is final, and RAMP will take no further action.

Appendix 4.

A Complaint against RAMP

Complaint made via www.rampregister.org Complaints Guidance on the owner's page.



Complaints Officer and RAMP Council's lay representative will be appointed.



Investigation starts



Zoom meeting with complainant and any other relevant party to discuss case.



Once the facts have been established, we will send a written response to you.



If you are still not satisfied with the outcome you may request a review by the full RAMP Council, which will be an agenda point at the next available council meeting.



You will be sent a written response following the meeting detailing the discussion and outcome.



The decision is final, and RAMP will take no further action.