

HOW THE SERVICE WORKS

Chiropractic Complaints Mediation Service (CCMS)

Helping Patients and Chiropractors Resolve Complaints Fairly and Constructively

The Chiropractic Complaints Mediation Service (CCMS) is an independent Alternative Dispute Resolution (ADR) pilot funded by the General Chiropractic Council and designed to help patients and chiropractors resolve complaints in a fair, confidential and constructive way.

CCMS provides an opportunity for both parties to discuss concerns, improve understanding and work towards a mutually acceptable outcome, without the need for more formal proceedings.

How the Service Works

Step 1: Complete the Practice Complaints Process

Before a complaint can be referred to CCMS, the patient must first raise their concerns directly with the chiropractic practice and allow the practice's complaints procedure to be completed.

Step 2: Apply to CCMS

If the complaint remains unresolved after the practice complaints process has concluded, an application can be made to CCMS.

Step 3: Eligibility Assessment

CCMS will review the application to ensure that:

- The practice complaints process has been completed.
- The complaint falls within the scope of the service.
- The matter is suitable for mediation.

If the complaint is not eligible, we will explain why and, where appropriate, signpost alternative options.

Step 4: Agreement to Mediate

Where a complaint is accepted, both the patient and the chiropractor will be asked to sign an Agreement to Mediate.

This agreement confirms that both parties understand the process and consent to participating in mediation.

Step 5: Mediation

An independent and impartial Resolution Manager will work with both parties to:

- Explore the issues raised.
- Facilitate constructive communication.
- Clarify areas of misunderstanding.
- Help identify potential solutions.

The mediator does not make decisions or take sides. Their role is to support both parties in reaching their own resolution.

Step 6: Outcome

If an agreement is reached, the outcome will be recorded, a Mediation Agreement will be signed and the case will be closed.

Where mediation does not result in an agreement, the mediation will be concluded and both parties will be informed of any further options that may be available.

Why Choose CCMS?

- Independent and impartial service
- Accessible to both patients and chiropractors
- Focused on early resolution of complaints
- Encourages constructive dialogue and understanding
- Confidential and professional process
- Helps avoid unnecessary escalation of disputes