



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.

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

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).

RAMP takes complaints very seriously.

Complaint against a RAMP Registrant.

1. A Complaints Manager will personally handle the process of responding to your concerns.
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 signed hard copy of your complaint to continue with the process.
3. The RAMP Committee will appoint a mediator, if appropriate, for informal and formal complaints made against its registrants.
4. 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.
5. 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.

6. Your complaint is managed and evaluated by people who are independent of the Registrant you have complained about.
7. If at any time throughout the process new evidence becomes available to support your complaint you should let the Complaints Manager know immediately. Once a decision has been made new evidence will only be considered as an appeal to the existing case (see below).
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 Council 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 where possible.
11. If you are still not satisfied with the outcome you may request an external review. RAMP will appoint an external investigator to review your complaint. The external investigator will be independent from the veterinary care industry and a non-clinical professional.

There will be an administration fee of £300 which will be refundable on a successful outcome. There is no refund if the RAMP initial decision is upheld.
12. The decision of the external investigator is final, and RAMP will take no further action.

Complaint is about RAMP.

1. A Complaints Manager along with the RAMP Councils Lay Representative will handle the process of responding to your concerns.
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 signed hard copy of your complaint to continue with the process.
3. As part of our consideration process, we may invite you to a meeting to discuss the complaint and provide any further details required. At your own cost, you may bring an independent person, such as an advocate, interpreter or mediator with you if you wish. You must declare who you will bring with you, a full five working days prior to the meeting.
4. 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.
5. Your complaint is managed and considered by at least two additional RAMP council members.
6. If at any time throughout the process new evidence becomes available to support your complaint you should let the Complaints Manager know immediately. Once a decision has been made new evidence will only be considered as an appeal to the existing case.
7. 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.
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
9. 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 notified of the time and date of the meeting and given the opportunity to submit any further evidence any time up to two full working days prior to the meeting. You will be sent a written response following the meeting detailing the discussion and outcome.

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

Complaint to RAMP from a Registrant regarding Unsuccessful Applications and Renewals.

Please follow Appeals Guidance

Thank you for bringing your concerns to our attention please be assured RAMP is committed to maintaining the standards of excellence as outlined within our Foundation Document found at the base of each website page. All complaints are treated extremely seriously with the utmost respect and transparency.

The RAMP Team