

Chiropractic Complaints Mediation Service (CCMS)



From 1 September 2026, the GCC will support the launch of a pilot mediation service for appropriate chiropractic complaints.

The Chiropractic Complaints Mediation Service (CCMS) will provide an independent route for suitable concerns to be explored through constructive discussion. The pilot is intended to explore and evaluate whether mediation can help some patients and chiropractors resolve concerns earlier, where there is no GCC fitness to practise investigation and mediation is appropriate.

Mediation will be available where it is appropriate to do so, and respecting the role of the GCC' as the statutory regulator of chiropractors and the Fitness to Practise framework. Concerns involving patient safety, serious misconduct or other matters requiring regulatory investigation will continue through the GCC's Fitness to Practise process.

What type of complaints will CCMS handle?

The CCMS pilot is intended to provide a pathway for complaints relating to:

- Patient experience and customer service.
- Communication difficulties.
- Administrative issues.
- Treatment-related concerns suitable for mediation.
- Fees and billing disputes.
- Delays, misunderstandings or service issues.
- Dissatisfaction with how a complaint has been handled.
- Appointment management,
- Aspects of care where the primary issue may be capable of resolution through explanation, apology, practical remedial action or facilitated dialogue.

For more information about CCMS, please visit the website – chirocomplaints.co.uk

Complaints suitable for mediation	Concerns not suitable for mediation
• Lower-level concerns about communication, expectations, customer service, fees, appointment management or aspects of care where the primary issue may be capable of resolution through explanation, apology, practical remedial action or facilitated dialogue.	• Concerns involving a clear public protection risk, serious or repeated allegations, dishonesty, abuse, serious clinical concern, safeguarding concern, immediate risk to patients or the public, or matters likely to require formal Fitness to Practise investigation.
• Complaints where both parties may be willing to engage constructively and where there is a	• Complaints where mediation could compromise an ongoing investigation, delay

realistic prospect of reaching a practical or relational resolution.	urgent regulatory action, or create confusion about the GCC's statutory responsibilities.
Concerns suitable for clarification, explanation, apology, refund discussion, remedial communication, signposting or agreement about future conduct.	Allegations involving illegal practice, misuse of protected title, failure to cooperate with the regulator, serious misconduct or information suggesting wider risk to patients or the public.
Complaints where there does not appear to be clear allegation of impaired practise, as the CCMS will have a safeguarding protocol to refer potential FtP allegations to the GCC (as occurs in OCCS and GOC)	complaints arising more than 12 months ago (or where the final response within the complaint procedure was more than 12 months ago) or where the complaint does not involve a GCC registrant

How will complaints reach CCMS?

There are three pathways:

1. Enquiries received by the GCC which do not amount to FtP concerns can be directed to CCMS by the GCC FtP team
2. The complainant visits the GCC website and having read the information about the role of the GCC and fitness to practice, considers their complaint more suitable for mediation
3. The complainant contacts CCMS directly by phone, email, online form or post:

[Chiropractic Complaints Mediation Service- Complaint Form – Fill in form](#)

Telephone: 0333 091 5690

Email: contact@chirocomplaints.co.uk

Postal Address: CCMS, 6 Market Square, Bishops Stortford, Hertfordshire, CM23 3UZ

How is CCMS being delivered?

The GCC have engaged [Nockolds Resolution](#) to deliver the pilot and evaluate whether mediation can be helpful for patients, chiropractors and the GCC.



Nockolds currently deliver the [Optical Consumer Complaints Service](#), the [Veterinary Client Mediation Service](#) and work with other healthcare regulators to bring mediation into healthcare and regulatory disputes.

How will CCMS help to resolve complaints?

The CCMS team will use mediation techniques to help the complainant and the chiropractor resolve the complaint. The chiropractor's complaint process will have to have been completed and if the complaint is unresolved, the matter can be referred to the CCMS if appropriate.

For more information on how service works:

[CCMS- How We Can Help Patients.pdf](#)

[CCMS- How We Can Help Practitioners.pdf](#)

How long is the pilot running?

The pilot will run for a 7 month period. During this period, Nockolds will be working closely with colleagues in the GCC to monitor and share insight from the complaint resolution process, as well as implement the process for any suitable redirection of complaints to the CCMS. Nockolds and the GCC are running an awareness campaign and insight sharing programme during the pilot. At the conclusion of the pilot period, Nockolds will be evaluating and reporting back to the GCC to allow further consideration to be given to how mediation and complaint resolution could support patient/chiropractor relationships, compassionate regulation and upstreaming of learnings and insights.

Who to contact for more information?

CCMS team

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Jane Jennings	Chiropractic advisor	contact@chirocomplaints.co.uk	0333 091 5690

GCC – internal enquiries

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