



COMPLAINTS POLICY AND PROCEDURE

Introduction

The purpose of this document is to set out for all parties concerned JFrostPlayTherapy's policy and procedures for dealing with complaints.

Policy Statement

JFrostPlayTherapy is committed to providing therapeutic services and support for children, young people and their families.

We value feedback both positive and negative on all aspects of our policies, work and services, because we see this as important information to use to develop and change the way we do things so that they meet needs. Positive feedback shows when we are doing things well.

We recognise that sometimes people may feel that the service they have received from us, or tried to receive from us, is unsatisfactory. If anyone is unhappy, they have the right to complain, either formally or informally.

JFrostPlayTherapy takes complaints seriously. Each complaint is treated equally, will be investigated and dealt with sensitively. JFrostPlayTherapy will respond to complaints quickly.

Responsibility

It is the responsibility of JFrostPlayTherapy to ensure that quality services are delivered in accordance with agreed standards and that JFrostPlayTherapy seeks and responds to feedback. JFrostPlayTherapy are responsible for ensuring that the policy and the procedures in this document are implemented efficiently and effectively.

Eligibility

Anyone using or trying to use JFrostPlayTherapy's services can make a complaint. This includes potential, current and past users of the services, volunteers, professionals and statutory bodies, etc.

However, JFrostPlayTherapy does not respond to anonymous or abusive complaints.

Complaint Methods

- Informal Complaints

Informal complaints are usually verbal complaints made by phone or face-to-face, but can be made via email or letter. It is hoped that most complaints can be resolved at this level.



JFrostPlayTherapy will try to resolve informal complaints by talking to or meeting with the complainant to listen to and respond to the concerns raised. On some occasions further investigation will be needed. If this is the case the complainant will be informed of the timescales involved before the outcome is fed back to the complainant. This should not take longer than 3 weeks unless there are specific circumstances, which delay investigation.

JFrostPlayTherapy should ensure that a complaint record form is completed and filed in the appropriate place on their secure data management system. This will hold details of what the complaint was and how it was resolved. These records are kept in order to help the organisation learn from complaints.

At any point in this process the complainant can make a formal written complaint.

▪ Formal Complaints

Formal complaints are written down. Complainants should put their complaint in a letter addressed to JFrostPlayTherapy.

A letter acknowledging receipt of the complaint and advising of timescales for investigation and response will be sent to the complainant within 7 days.

JFrostPlayTherapy will investigate the complaint. If this is not appropriate because the complaint directly involves J Frost then an alternative body will be called to lead the investigation. Depending on the contractor of the work this could be a Rutland County Council Dept, a Head Teacher of the school where therapy takes place or PTUK for private clients.

Complaint Outcome

A response will normally be made within 3 weeks unless there are specific circumstances, which delay or cause a longer investigation.

JFrostPlayTherapy will send a response to the Complainant.

If a complainant is dissatisfied with the response to their complaint they can write to the therapists professional body, PTUK, outlining their concerns.

PTUK will carry out further investigation or make a final response as appropriate.

Formal complaints and their outcomes should also be summarised on JFrostPlayTherapy's complaint record form and stored appropriately.

Learning from Complaints and Compliments

Issues raised through complaints and comments to JFrostPlayTherapy are discussed at an operational level in supervision so that they can inform practice.

JFrostPlayTherapy advises clients, client family members and professionals surrounding clients that they can raise any issues with their therapists or staff at any time. We also encourage feedback from those we work with by offering client, parents/carers and professional feedback forms following our support.

The information gained from feedback is used in discussions around service delivery and planning.