

Complaints Procedure

(V.2 10/12/15)

Complaints Handling Policy

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our service. This goes for organisations, parents, children or anyone acting on a child's behalf.

If you have a complaint, please contact us with the details. We will consider and respond to your complaint within 28 days. If we have not resolved it within this time, or you prefer to do so, you may contact the Health Care Professions' Council (HCPC), which is the body that regulates us. If the service, you have received relates to adoption you can contact Ofsted who regulate our adoption support work.

What will happen after you tell us about your concern?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure
2. We will then investigate your complaint
3. Dr Amber Elliott (Director & Responsible individual, TCPS) will then invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter
4. Within three days of the meeting, Dr Elliott will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a meeting, or it is not possible, Dr Elliott will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are not satisfied, you should contact us again and we will arrange for another regulated Clinical Psychologist, unconnected with the matter and not employed by TCPS, to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons
8. You can go direct to the Health Care Professions' Council at any time. Their details are:

<http://www.hpc-uk.org>

Park House
184 Kennington Park Road
London
SE11 4BU

Tel: 0845 300 6184

9. If our work with you has been in connection with adoption, and you prefer to do so, you can contact Ofsted. Their details are:

<http://www.ofsted.gov.uk>

Ofsted
Picadilly Gate
Store Street
Manchester
M1 2WD

Email: enquiries@ofsted.gov.uk

Tel: 0300 123 1231

Please note that all written and verbal feedback will be prepared and presented in a manner that is appropriate and useful for the person making the complaint. For example, if the complaint comes from a child, then we will communicate our decision in a child-friendly way and with appropriate adults present.

Prepared by:

Dr Amber Elliott

Chartered and Clinical Psychologist, Director and Ofsted Responsible Individual

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