

Complaints Procedure (V.6 Aug 2021)

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 in line with the procedure below. If we have not resolved it in way we describe, 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 or email acknowledging receipt of your complaint within three days of receiving it.
2. We will then investigate your complaint.
3. Dr Amber Elliott (Director & Responsible individual, TCPS) will then write to you with the findings of her investigation (If Dr Elliott is unavailable then an appropriate member of senior management will respond to you). In the event that the letter does not resolve the matter she will offer the option of meeting with her to discuss the matter further. She will do this within 21 days of sending you the acknowledgement letter/email.
4. If you opt to meet with us, Dr Elliott (or an appropriate deputy) will write to you to confirm what took place.
5. 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.
6. 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.
7. 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

8. 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:
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POLICY REVIEW DATE – August 2023