

## Compliments and Complaints Policy

Juniper Tree Therapy is committed to providing a high-level service to our clients. We consider Compliments to be an expression of congratulation from good quality service. It is useful for us to receive Compliments, to help us to identify elements of our service which are felt to be particularly beneficial by our clients.

If you do not feel satisfied with your service from us, we need to hear from you. We welcome feedback; this will help us to improve our standards and ensure that our client experience is effective. Whether you feel you have a small concern, or a significant complaint, we would like to know.

Therefore, we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and confidentially; and
- we learn from complaints, use them to improve our service, and review annually our Compliments and Complaints Policy, and our wider procedures.

### Step 1: Contacting Us

We recognise that many concerns will be raised informally and dealt with quickly. Our aims are to:

- resolve informal concerns quickly;
- keep matters low-key; and
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. We would encourage our clients to speak to the person who was involved with the matter concerned, and please make it clear whether you wish to formally record a Compliment or a Complaint formally. If this individual is unable to resolve the problem immediately, such as due to not having all the information available, then they will make a record of your concern and communicate with a Director to arrange the best method and time for getting back to you. This will normally be within 5 working days, or within a timescale acceptable to you. If concerns cannot be satisfactorily resolved informally, then the Formal Complaints Procedure should be followed.

### Step 2: Formal Complaints Procedure

If you have a complaint, in the first instant please contact Nick Smith, Director. If your treating Therapist is Nick Smith, then instead please address your complaint to Emma Shedlow, Director. Please outline your complaint in writing and send to: Juniper Tree Therapy Ltd, PO Box 501, Leeds, LS17 1LL.

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 5 working days of us receiving your complaint.
2. We will record your complaint in our Complaints Register, within a day of having received it.
3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 5 working days of your reply.



4. We will then start to investigate your complaint. This will normally involve the following steps:
  - I. We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
  - II. We will then examine the member of staff's reply and the information you have provided for us. If necessary, we may ask you to speak to them. This will take up to 4 days from receiving their reply;
  - III. The investigating Director will then invite you to meet to discuss, and hopefully resolve your complaint. S/he will do this within 5 working days of the end of our investigation.
5. Within 2 days of the meeting, the investigating Director will write to you to confirm what took place and any solutions as agreed with you.

If you do not want a meeting or it is not possible, the investigating Director will send you a detailed reply to your complaint. This will include suggestions for resolving the matter. This will be done within 5 working days of completing our investigation.

If a complaint is made against a Therapist while Therapy remains ongoing, a decision would be made on a case-by-case basis in discussion with the complainant and the Therapist about the most appropriate way to ensure the least disruption to therapeutic services, whilst maintaining our Professional Codes of Practice, as detailed by the Health and Care Professions Council [HCPC], at <https://www.hcpc-uk.org/>.

### Step 3: Furthering Official Complaints

We would hope that all Complaints would be resolved as quickly and satisfactorily as possible for the client. In a case where we do not achieve this relating to clinical concerns, the Royal College of Occupational Therapists have guidance which can be found within the following link;

<https://www.rcot.co.uk/sites/default/files/Complaints%20against%20occupational%20therapists%20briefing%20%28Jul%202020%29.pdf>

Our Occupational Therapists adhere to the **Code of Ethics and Professional Conduct for Occupational Therapists** (2015, The Royal College of Occupational Therapists), **Professional Standards for Occupational Therapy Practice** (2017, The Royal College of Occupational Therapists), **Principles for Continuing Development and Lifelong Learning in Health and Social Care** (2019, The Royal College of Occupational Therapists). We must also adhere to the **Standards of Conduct, Performance, and Ethics** (2016, The Health and Care Professions Council).

Unresolved clinical complaints against any Occupational Therapists should be made directly to the Health and Care Professions Council [HCPC], at <https://www.hcpc-uk.org/>.

If your complaint is in relation to business matters, you may contact the Citizens Advice Bureau by visiting <https://www.citizensadvice.org.uk/>.

If your complaint is in relation to data handling, you may contact the Information Commissioner's Office by visiting [www.ico.org.uk](http://www.ico.org.uk).