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# Rosy Skies Speech and Language Therapy Complaints Policy

Written August 2020

*Next review August 2021*

Rosy Skies Speech and Language Therapy (hereafter known as Rosy Skies) must establish and publicise procedures for dealing with complaints, other than those that are covered by legislation and formal procedures elsewhere. Rosy Skies has the primary responsibility in law for dealing with all other complaints received. Rosy Skies Complaints policy is on our website.

The procedure may be used by anyone who has a concern or complaint about Rosy Skies. This may include (but is not limited to) the children/young people accessing assessments or therapy and their parents/carers, representatives of local businesses or members of the local community.

An effective complaints procedure is designed to:

* Encourage resolution of problems by informal means wherever possible;
* Be easily accessible and well-publicised;
* Be simple and easy to use;
* Ensure that concerns are dealt with quickly, fully and fairly, within clearly defined time limits;
* Provide effective response and appropriate redress;
* Confirm good working relationships between all people involved.

The proper recording and communication of complaints and actions is a vital part of the process. The aim is not to create a bureaucratic record of complaints but to deal with the genuine concerns of the complainant at the lowest level of formality that is appropriate. A written record of complaints and the actions that result from their resolution is an important management tool. Rosy Skies will keep accurate written records to ensure that they can demonstrate that their decisions have been arrived at properly and impartially).

All correspondence, statements and records of complaints will be kept completely confidential.

COMPLAINTS PROCEDURE

Rosy Skies welcomes feedback, both positive and negative, about how it is doing. Where someone has a concern or complaint Rosy Skies will endeavour at all times to deal with the issues responsively and reasonably and if necessary put things right as quickly as possible.

The vast majority of concerns and complaints can be resolved informally. There will be many occasions where concerns are resolved straight away through discussion with staff and this is preferable for all concerned.

When dealing with the issue informally it may prove helpful later for the person responding to make a basic record of the issue or complaint raised, which may include brief notes of conversations (face to face or over the telephone), and the responses made.

The person who raised the issue should be informed of the action to be taken to resolve the issue. It may be helpful to confirm undertakings given about future action or monitoring in writing.

If the person is dissatisfied with the response they have been given, they should be provided with a copy of this complaints procedure and a formal complaint should submitted in writing.

Any written complaint received by should be acknowledged within 5 working days, with a full written response within 15 working days. In the letter conveying the outcome, the complainant should be informed of the process if they wish to take their complaint further.

FURTHER RECOURSE

The Health and Care Professions Council (HCPC)

If the complainant is not satisfied with the outcome they can contact the HCPC. They can also contact this organisation at any stage of the complaints process. More information can be found here: <http://www.hcpc-uk.org/complaints/raiseaconcern/>.