

Complaints Procedure

Children's Therapy Solutions Ltd (CTS) take complaints very seriously, we use a 'Five Stage' escalation process for complaints.

Stage One (relates to informal complaints)

Verbal complaint to clinical or administrative staff, resolved by frontline staff within 3 working days. No requirement for written follow up.

We would hope that any concerns you have can be dealt with informally with your therapist via our Stage 1 process, however, if you have done this and remain dissatisfied with the service you have received from CTS, please follow the process for Stage 2.

Stage Two (relates to formal complaints)

Verbal/ written complaint filed with clinical or administrative line manager, resolved by CTS line management in conjunction with frontline staff within 10 working days. Written follow up required using preferred method of correspondence.

We would hope that any concerns you have can be dealt with formally via the line manager via our Stage 2 process, however, if you have done this and remain dissatisfied with the service you have received from CTS, please follow the process for Stage 3.

Stage Three (relates to formal complaints)

Written complaint filed with the Company Director, resolved by Company Director and clinical or administrative line manager within 10 working days. Written follow up required using preferred method of correspondence.

We would hope that any concerns you have can be dealt with formally via the Director via our Stage 3 process, however, if you have done this and remain dissatisfied with the service you have received from CTS, please follow the process for Stage 4.

Stage Four (relates to formal complaints)

Written complaint investigated by Company Director and Human Resources Director within 10 working days with letter overviewing the complainant, detailing conclusions and outcomes; this may or may not include verbal and/or written warnings to staff.

We would hope that any concerns you have can be dealt with formally via the Company Director and HR Director via our Stage 4 process, however, if you have done this and remain dissatisfied with the service you have received from CTS, please follow the process for Stage 5.

Stage Five (relates to formal complaints)

Stage 5 relates to your right to contact the Health and Care Professions Council (HCPC) for clinical concerns or the relevant Fair Trading Ombudsman for Business matters. These organisations will guide you, through the necessary channels, to take your complaint further.

How do I make a formal complaint to CTS?

You can make a formal complaint in one of three ways.

For complaints by **post**, please write to:

Complaints,
Children's Therapy Solutions Ltd
The Old Barn
Main Street
Freeby
LE14 2RY

For **online** complaints please complete our [web contact form](#)

By **phone**; please contact our head office on 01664 567917 (lines are open 9.00am to 5:00pm Monday to Thursday, excluding bank holidays).

Please note it is advisable to place detailed complaints in writing, where possible, to ensure your concerns are comprehensively covered.

What information do I need to provide?

We will need:

1. Your child's name and reference details
2. Please provide as far as you are able to a clear, detailed description of what your complaint is about with a timeline if appropriate
3. Please include, where possible; copies of, or reference to, any correspondence related to the complaint
4. Please provide your preferred reference and contact details (so we can reply)
5. To help us deal with your complaint more quickly, where possible, please indicate the area of complaint e.g.
 - HR for personnel
 - Clinical for assessment or treatment issues
 - Business for administrative or finance

What happens next?

Once you've made your complaint, we will:

- Acknowledge that we've received it, using your preferred communication method, within 3 working days
- Investigate your complaint, within 10 working days of its receipt
- Provide feedback regarding the conclusion and outcome of our investigation, in your chosen method of communication, including any actions within 10 working days.

Contacting the HCPC or Fair Trade Ombudsman

We do recommend that you escalate your complaint through the initial 4 stages of our complaints procedure, before progressing to Stage Five. Unless you consider there to be an immediate, and significant, risk to the public; especially when the matter relates to a fitness to practice issue.

For Clinical concerns relating to an Occupational Therapy Practitioner; please use the web link below to the Health and Care Professions Council Website:

[Reporting a Fitness to Practice Concern](#)

For Business matters please refer to:

[How to complain to an ombudsman](#)

Complaints Process

