

Feedback and Complaints

Children's Therapy Solutions Ltd (CTS) take this very seriously. We aim to maintain high standards with our service provision. However, if you are dissatisfied with any of our service delivery we have a comprehensive procedure for you to follow; which will help us to continually improve our service delivery. Therefore, we value any feedback we receive.

The purpose of the procedure is to, where possible, to resolve disputes informally without resorting to formal investigation or legal proceedings. We will explore every option to resolve complaints to reach an outcome.

Whether your feedback/complaint is justified or not, our reply to you will describe the action we have taken to investigate, any conclusions, any outcomes and changes to our service delivery.

At all times all information received and produced in connection with a feedback/complaint is treated as confidential, handled sensitively and Data Protection Regulations are adhered to.

The information below sets out our Feedback/Complaints Procedure.

How do I make a complaint or give feedback to Children's Therapy Solutions Ltd?

All information is passed promptly to our Practice Lead and he/she reports them to our Directors within 3 working days.

- For a report an informal or formal feedback/complaint has to be raised at the DRAFT stage. Complaints after the final report has been received and/or after the use within a formal context cannot be accepted.
- For treatment/intervention an informal or formal feedback/complaint has to be raised within 1 week of the treatment/intervention delivery.
- For Service Delivery (non-clinical) an informal or formal feedback/complaint has to be raised within 1 week of the service delivery.

You can make a feedback/complaint in one of four ways.

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

Complaints,
Children's Therapy Solutions Ltd
The Barn
Friars Well Estate
North Drive, Wartnaby
Leicestershire LE14 3HY

By **email** to our head office office@childrenstherapysolutions.co.uk

For **online** complaints please complete our web contact form.

<https://www.childrenstherapysolutions.co.uk/contact/>

By **phone**; please contact our head office on 01664 567917 (lines are open 9.00-1700hrs Monday to Thursday and Friday 0930-1300hrs 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 feedback/complaint, within 15 working days stated of its receipt
- Provide feedback regarding the conclusion and outcome of our investigation, in your chosen method of communication, including any actions

We work to a 5 tier complaints process to resolve any dissatisfactions. It is important that each stage of the complaints procedure is followed.