

encounter
move, play, connect, thrive

Complaints Procedure

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Introduction

When you visit an occupational therapist, you have the right to receive safe, ethical, and high quality care.

Encounter is committed to providing a high level service to our clients. If you do not receive satisfaction from us, or you are not happy about any element of your experience, we would like to hear from you. It is important to us that we receive your feedback, as it helps us to continually improve our standards.

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
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

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

- resolve informal concerns quickly
- 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. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Procedures

Informal Complaints

If you have a complaint, please contact Andrea Richards, Lead Occupational Therapist.

You can send her an email at andrea@encounter.uk.com or call her on 07940 185627. If you choose to email, we will respond to you within four working days. If you feel it would be helpful, a time to meet and discuss the issue can be arranged.

All complaints will be logged, and dealt with confidentially. Details of the conversation and/or email contents will be added to the file of the client concerned. You will have received a copy of data protection policy in your introductory information pack.



Formal Complaints

As the practice is independent with a single practitioner, any formal complaints will need to be handled by an independent person.

If you would like to make a formal complaint, please email and request their contact details.

You will also need to put the nature and details of your complaint in writing, and forward a copy to the office at admin@encounter.uk.com.

All formal and/or serious complaints involving Encounter must also be reported to [Ofsted](#).

They can be contacted here:

Address	Piccadilly Gate, Store Street, Manchester M1 2WD
Telephone	0300 123 4666
Email	enquiries@ofsted.gov.uk

You may also find this contact helpful:

The Office for the Children's Commissioner for England	
Address	Sanctuary Buildings 20 Great Smith Street London. SW1P 3BT
Telephone	020 7783 8330
Email	help.team@childrenscommissioner.gov.uk
Website	www.childrenscommissioner.gov.uk/

The Role of the HCPC and Complaints Procedures

The [Health & Care Professions Council \(HCPC\)](#) is the UK regulatory body charged with oversight of health care professionals, including occupational therapists. It is there to regulate the profession and investigate concerns about fitness to practice, but is not set up to deal with service complaints.

To practice as an occupational therapist in the UK, it is necessary to apply and be accepted on the HCPC register. The HCPC is responsible for ensuring compliance with the registration requirements.

Referral of a professional to the HCPC can be made by any source, (for example, patients, colleagues, employers, or the police). However, irrespective of how the HCPC are informed, once a credible complaint has been raised with them, they are under a duty to investigate.



The primary focus of the HCPC is to protect the public. As a regulator it falls to the HCPC to investigate and adjudicate on any referral of alleged impairment of a professional's fitness to practice.

This is a link to the HCPC guide to making a complaint:

<http://www.hpc-uk.org/globalassets/resources/guidance/how-to-make-a-complaint-to-the-health-and-care-professions-council-hcpc-easyread.pdf>