

## **Equipt Therapy Service**

### **Complaints Procedure**



We are pleased to receive the views of everyone associated with equipt Therapy Service and this includes our therapists, admin staff, parents, carers, young people and professionals. We want to make it as simple as possible for you to tell us about what you like, dislike or wish to make a formal complaint. Comments and complaints help to ensure that views, preferences, suggestions and concerns are taken into account in the development of our services and, where appropriate, are acted upon. In this respect positive comments are as valuable as negative ones.

#### *Our Therapists*

The therapists who work with eQuiPT are all freelance / independent therapists, who are paid on a sessional basis for the work that they do. They are all trained to postgraduate level and registered with a therapeutic governing body. BAPT for Play Therapists and BAAT for Art Therapists. Each therapist follows the code of ethical standards of practice dictated by their therapeutic governing body and we will follow their guidelines in the work they do for us.

*If you have concerns relating to eQuiPT / or a Therapist:*

1. Discuss this with the person directly to see if this can be resolved. If this is not possible please go to step 2.
2. Contact the manager's of eQuiPT via in person, phone call or email to arrange a discussion regarding your concerns.
3. If appropriate the directors will try to resolve your concern through mediation between yourself and the party concerned.
4. If the directors feel that the complaint indicates possible serious malpractice, they will take the complaint to the necessary authorities to investigate. This may be the therapist's governing body, social care or the police, if and where this is appropriate. Serious allegations will result in the therapist's work through eQuiPT being ceased until an investigation has been completed.

#### **Comments**

We love to receive your comments about our service and try to use the comments in a way to develop our service to meet the needs of our community. You can give us your comments in many different ways and if you don't want to put your name to the comment that is fine, we will keep it anonymous. We collect your comments in a central folder on our secure One Drive and if we can action anything straight away, we will.

Throughout your child's/your intervention you can talk to the therapist or Suzanne or Sandra at the unit. If you feel more comfortable talking to our Admin Kerry that is fine too. You can give us your comments verbally (we will check you are happy that we write them down). During the therapy we have reviews so you can pass on any comments there or at the end meeting too. You will also be provided with an Evaluation form on which you can let us know your comments. Lastly you can use

our Post box in the waiting area. Please do give us your feedback we try where possible to act on things quickly and will give you an update if you want that. We also share your comments on our website and social media so we can spread the word about our service.

If you require a formal response, your comments should be made in writing to Sandra and Suzanne who will acknowledge receipt as soon as possible (usually within 7 working days) and respond to your comments within 28 working days. If a response cannot be made within this period, they will inform you of the reason for the delay and provide you with a full response as soon as possible thereafter.

## **Complaints**

If you have a complaint about our service, we really do want to hear from you, we want to make our service the very best it can be so your comments can help us do this. We would rather you tell us than not.

We take all complaints seriously and will treat you with respect and consideration through the whole of the process.

The following outlines the procedures we will follow if a complaint is made.

We will:-

- Listen carefully to all concerns
- Deal with all complaints promptly, politely and, where appropriate, confidentially
- Respond in the most appropriate way to resolve the cause of the complaint
- Learn from complaints and use them to improve the quality of our service
- If you are unhappy about any aspect of your counselling or therapy, we encourage you to discuss this directly with your therapist in the first instance. Our therapists are trained and supported to work in a person-centred way, including responding appropriately to the needs, wishes and concerns of our clients.
- If you do not feel able to address your concerns with your therapist, or wish to complain about any other aspect of eQuiPT's service provision or organisation, you may wish to deal with this informally by discussing your concerns with one of the directors, Sandra or Suzanne who will make every effort to resolve the issue with you.
- If you are dissatisfied with the response or if your complaint is of a serious nature which requires a formal response, you should use the following procedure to register a formal complaint. The Directors will, on request, supply you with a copy of the relevant procedure.

## **Formal complaints**

All formal complaints should be made in writing (by letter or email) and addressed to the Directors Suzanne Lester and Sandra Georgeson. When making a formal complaint, it is your responsibility to:

- Bring your complaint promptly to the attention of the Directors;
- Include as much detail as possible to enable us to fully understand the nature and extent of your complaint;
- Include any action which has already been taken, and an explanation of what you require in order to resolve the issue;
- Allow eQuiPT Therapeutic Service a reasonable time in which to deal with the complaint.

It is our responsibility to:

- Provide a written acknowledgement of receipt of the complaint within seven days;
- Make appropriately thorough and fair investigations of the complaint;
- Make recommendations and take action where appropriate;
- Inform the complainant of the response to the complaint within 28 days.

All Associate Therapists are members of an appropriate professional body, with its own code of conduct and ethical practice guidelines. Details of these can be provided on request. Any serious concerns about the conduct of a therapist can be passed to the appropriate professional body, with the consent of the complainant or you can make this complaint to the professional body yourself.

All information will remain confidential, however, in exceptional circumstances, the circumstances giving rise to the complaint may be such that it may not be possible to maintain complete confidentiality. In this case, if at all possible, the situation will be explained to the complainant before confidentiality is breached.

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