



Metis Therapy Limited

Independent Speech and Language Therapy Provider

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Metis Therapy Limited

Complaints Policy

Post Holder Responsible for Policy:	Company Director
Contact Details:	Rachael Howitt rachael@metistherapy.co.uk
Date Written:	May 2018
Next Due for Revision:	May 2019

Introduction

We always aim to provide a high standard of care in all our services. Our clients' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services it is important that you let us know.

If a complaint alerts us to possible abuse or neglect we will tell the local council's child safeguarding team. The safeguarding team will decide how to investigate and monitor outcomes.

Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, and their friends/ family, may make a suggestion.

First you should speak to the Speech and Language Therapist that is delivering the child's therapy.

Comments or suggestions via email are welcome if you would rather make your suggestion that way and you can send it via post to:

Metis Therapy Ltd,
204, Abbots Way,
North Shields,
NE29 8LR.

E-mail: rachael@metistherapy.co.uk

Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

Metis Therapy Limited assures clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

Who can complain?

Anyone affected by the way Metis Therapy Limited provides services can make a complaint.

A representative may complain for the affected person if they:

- have died
- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf

How you can make a complaint

You can complain:

- in person
- by telephone
- through a member of Metis Therapy Limited's staff
- through an advocate or representative

What will we do with the complaint?

When a verbal complaint has been made we will make a written record and provide a copy of it within 3 working days and share this information by letter or email.

Anonymous complaints

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.

Who is responsible for dealing with complaints?

The Directors have overall responsibility for dealing with all complaints made about their service.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

How do we handle complaints?

The Company Director/s will investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you. When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

When should I make my complaint?

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

Additional Information

If your complaint is related to one of our therapists' fitness to practice then you have a right to complain directly to the Health and Care Professions Council. This would include if our therapists' fitness to practise is 'impaired' (negatively affected) by:

- misconduct (behaviour which falls short of what can be reasonably expected of a professional Speech and Language Therapist);
- a lack of competence (lack of knowledge, skill or judgement, usually repeated and over a period of time) which means a that the therapist is unfit to practise;
- a caution or conviction for an offence in the UK (or somewhere else for an offence that would be a crime if it was committed in England and Wales);
- the therapists' physical or mental health (long-term, untreated or unacknowledged physical or mental health condition); or
- a decision made by another regulator responsible for health and social care.

The function of the HCPC is to protect the public so there are no time limits and they can consider cases where events may have taken place many years ago, or at a time when the person was not registered with HCPC.

You can contact the HCPC at:

Health and Care Professions Council,
Park House,
184 Kennington Park Road,
London,
SE11 4BU

Tel: 0300 500 6184

Website: www.hpc-uk.org

When will This Policy Be Reviewed

This policy will be reviewed and updated in May 2019, unless any necessary changes are identified when it will be updated sooner.