

PTUK Flow Chart to distinguish between Complaint, Concerns and Compliments.

PTUK define complaints, concerns and compliments as the following.

What is a complaint?

Complaints are deemed to be in relation to unethical practice which will significantly harm another or the profession. Complaints can be received towards PTUK, PTUK member of staff or a PTUK registrant. Complaints can be received from PTUK registrants or a member of the public alleging unsatisfactory practice.

Complaints from a member of public regarding a safeguarding allegation against a PTUK registrant will follow the safeguarding concern by member of the public procedure.

What is a concern?

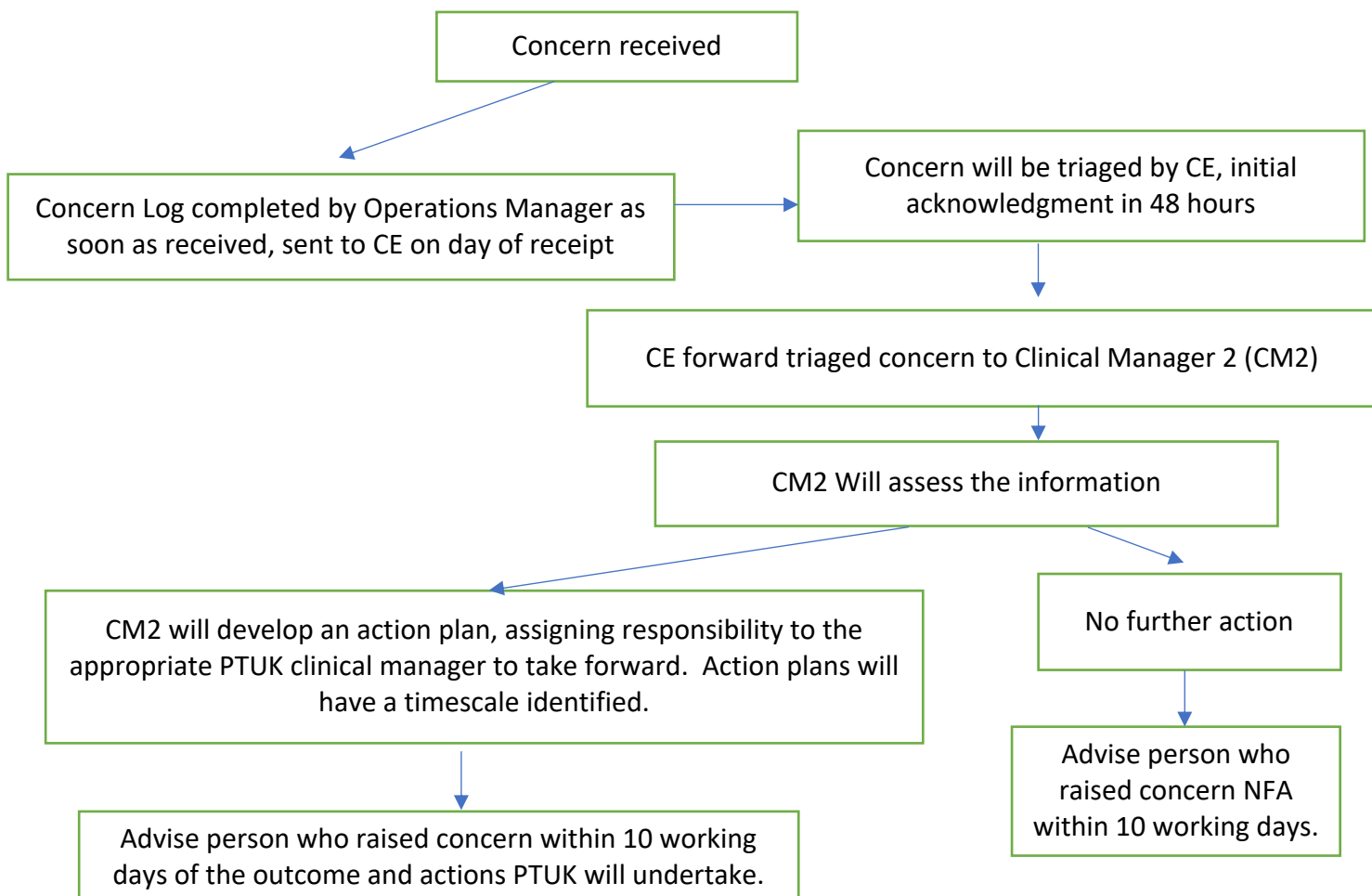
Concerns raised by PTUK registrants or members of the public about PTUK communication and information to registrants, or between PTUK registrants which impacts on PTUK Standards.

What is a compliment?

To praise, congratulate, or say something admiring about PTUK as an organisation or about a member of PTUK staff. It can also include showing kindness.

This flow chart identifies the procedure and who is responsible for each stage.

Concerns Procedure



PTUK Flow Chart to distinguish between Complaint, Concerns and Compliments.

Complaint's procedure

