

JANUARY 2021

CONCERNS AND COMPLIMENTS POLICY



PLAY THERAPY UK

The Coach House, Belmont Road, Uckfield, TN22 1BP

PTUK Concerns and Compliments Policy

Introduction

This policy should be read in conjunction with the PTUK Complaints Procedure.

PTUK strives to provide its members with a high standard of service and support, however, we recognise that we will not always meet registrant's expectations.

PTUK considers all feedback important. The experience of each member who comes into contact with PTUK will be unique. Listening to members' experiences is important to gauge how well PTUK supports its members and how we can improve in the future.

It is therefore important that PTUK has a clear and transparent process for feedback, to ensure that any concerns and compliments are dealt with efficiently and effectively. The feedback provided will be dealt with upmost importance.

PTUK are committed to listening and responding to resolve any issue, which presents itself, and to resolve the issue in a timely manner.

Definition

A compliment will be identified as praise, congratulations, an act of kindness about PTUK as an organisation or about a member of PTUK staff.

A concern will be deemed as a worry regarding a PTUK member's behaviour within their work, towards other registrants or towards PTUK, which impacts on PTUK Standards.

Complaints are deemed to be in relation to unethical practice, which will significantly harm another or the profession. Complaints can be received towards PTUK, a PTUK member of staff or a PTUK registrant. Where a complaint of unethical practice is received the PTUK Complaints Procedure will be followed.

Complaints from a member of public, regarding a safeguarding allegation against a PTUK registrant will follow Managing a Safeguarding Concern from the Public Procedure.

Scope

This policy provides a procedure to investigate any concerns defined above and acknowledge compliments.

Concerns and compliments can be raised by any PTUK member or PTUK member of staff.

Each concern or compliment will be considered on an individual basis.

Purpose

To ensure PTUK members have an effective system in place for concerns, suggestions and compliments.

To ensure PTUK adheres to the Ethical Framework, guidelines and best practice.

To ensure that the concerns and compliments process is fair and transparent and does not discriminate directly or indirectly because of:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex

The person raising the concern can do so freely, without fear of reprisals and are treated fairly, in a courteous and respectful manner.

Objective

To improve the quality of the service PTUK members receive.

To ensure any concerns are dealt with in a timely manner.

Policy

This policy links to the PTUK complaints procedure. Concerns raised will be taken seriously. PTUK will seek opportunities to get feedback from PTUK members, so services and support can be developed and enhanced.

Concerns and compliments will be logged on the Concerns and Compliments Log, the log will be updated with the time and date of the concern. In addition, the Concern Record form will be used to record any communications and when they occurred prior to the outcome achieved.

A concern can be raised by a PTUK member by telephone or in writing, normal working hours are Monday to Friday 9.00 to 5.00pm. PTUK will respond to concerns and compliments within 48 hours.

Phone 01825 761143 stating that you wish to raise a concern about a PTUK Member, with brief details and your own contact phone number. You will then be given an email address for you to provide more details. If you call out of office hours, please leave a message. We aim to respond within 48 hours. Alternatively, you can write to:

The Chief Executive Play Therapy UK
The Coach House Belmont Road
Uckfield East Sussex
TN22 1BP

Mark your letter 'Highly Confidential and Urgent'.

Once a concern or compliment has been received it will be logged by the PTUK Operations Manager who will also initiate a record form and forwarded to the Chief Executive who will triage the concern or compliment.

The Chief Executive will contact you, normally within 48 hours and ask you for details of the concern, when the concern was first identified, what has happened, as much information as possible.

The Chief Executive will then forward the information to the PTUK Senior Manager who has responsibilities for Concerns and complaints. Where the concern raised by a PTUK registrant or members of the public regarding PTUK's communication and information to registrants, is deemed to be ineffective, or where a concern is between PTUK registrants which impacts on PTUK Standards. PTUK will work to resolve this in the most appropriate and effective way, this might result in the PTUK Senior Manager assigning responsibilities to the most appropriate person within the senior management team to take forward. The person who raised the concern will be contacted and informed of the outcome and actions PTUK will undertake within 10 working days.

Where a concern is unfounded no further action will be taken, this will be communicated with the person who raised the concern within 10 working days.

If during discussion, it is identified that the concern is of a more significant nature the PTUK complaints procedure will be followed. Concerns and Complaints Flow Chart.

If the Chief Executive should not be available for any reason of illness or the like, the concern or compliment will be passed on to the designated person in the PTUK Senior Management Team.