

Compliments and Complaints Policy and Procedure

1. My Aim

As a Chartered Physiotherapist and Levin Life Coach™, I am committed to operating in an open and accountable way that builds trust and respect. One of the ways in which I can continue to improve my service is by listening and responding to the views of my clients, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore, I aim to ensure that:

- ☐ making a compliment or complaint is as easy as possible;
- ☐ I welcome compliments, feedback and suggestions;
- ☐ I treat a complaint as a clear expression of dissatisfaction with my service which calls for an immediate response;
- ☐ I deal with it promptly, politely and, when appropriate, confidentially;
- ☐ I respond in the right way - for example, with an explanation, or an apology where I have had things wrong, and/or provide information on any action taken, etc;
- ☐ I learn from complaints, use them to improve my service, and review annually my complaints policy and procedures.

I recognise that many concerns will be raised informally.

My aims are to:

- ☐ resolve informal concerns quickly, and
- ☐ keep matters low-key.

This policy ensures that I welcome compliments and provide guidelines for dealing with complaints from members of the public about my services.

2. Definitions

A compliment is an expression of satisfaction about the standard of service I provide.

A complaint is defined as any expression of dissatisfaction, however it may be expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. I acknowledge that an “expression of dissatisfaction” can be considered a complaint, even when the word “complain” or “complaint” is not used.

3. Compliments

I am always glad to hear from people who are satisfied with the services I offer. All compliments are recorded and acknowledged.

4. Complaints

My Complaints Procedure, outlined below, is intended to ensure that all complaints are handled fairly, consistently, and wherever possible resolved to the complainant's satisfaction:

Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Catherine Pollitt maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

Complaints Procedure

Catherine Pollitt will keep written records at each stage of the procedure.

Stage 1 – Informal Complaints

In the first instance, Catherine Pollitt will establish the seriousness of the complaint. If a complaint can be resolved informally between the client and herself, then this approach will be adopted. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Stage 2 – Formal Complaints

If the complaint cannot be resolved informally, the complainant may make a formal complaint, the procedure for which follows:

- a) As a registered and Chartered Physiotherapist, the Health and Care Professions Council (HCPC) is Catherine Pollitt's regulatory body and handles complaints concerning professional conduct & performance, or fitness to practice, of all registered physiotherapists. A formal complaint may be made by emailing the HCPC at feedback@hcpc-uk.org.
- b) If the complaint involves the reputation of the Chartered Society of Physiotherapy (CSP) and matters of concern which do not relate to Catherine Pollitt's professional conduct or fitness to practice, the CSP will consider a complaint in the following circumstances:
 - i) If Catherine Pollitt has acted in a way to damage public trust or confidence in the Society (including on social media);
 - ii) Or in exceptional circumstances where Catherine Pollitt's alleged behaviour has raised concern but it is not appropriate for the HCPC or another body to deal with it. Any such complaints can only be taken forward with the agreement of the CSP's Complaints Committee Chair.

The CSP website is www.csp.org

- c) For work using the SIRPA approach for treating chronic pain & other stress-induced symptoms, a complaint can be made directly to SIRPA Ltd - admin@sirpa.org



Responsibilities

Where Catherine Pollitt receives a formal complaint, her responsibility will be to:

- ☐ acknowledge the formal complaint in writing;
- ☐ respond within a stated period of time;
- ☐ deal reasonably and sensitively with the complaint; and
- ☐ take action where appropriate.

A complainant's responsibility is to:

- ☐ Bring their complaint, in writing, to Catherine Pollitt's attention normally within 8 weeks of the issue arising;
- ☐ explain the problem as clearly and as fully as possible, including any action taken to date;
- ☐ allow Catherine Pollitt a reasonable time to deal with the matter; and
- ☐ recognise that some circumstances may be beyond Catherine Pollitt's control.



COMPLAINTS FORM

You may use this form to offer a suggestion or to make a complaint about Catherine Pollitt or the service she has provided.

Please return this form to Catherine Pollitt as soon as possible.

Your Name

Address

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Telephone

Date of incident

Approximate time of incident

Suggestion / Complaint

What action would you like to be taken?

What times are convenient for you to have an appointment to discuss this?