



MAKING A COMPLAINT

Reviewed: 6 January 2023

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FOREWORD FROM THE OWNER

1.1 At Red Robin Therapy, we take complaints very seriously. We have the best interests of the children, their families, and our associates at the centre of everything we do. In this regard, we encourage anyone with a concern to speak to us as soon as possible. If concerns are dealt with at an early stage, then they are more likely to be resolved and there is no unnecessary dissatisfaction.

1.2 If you have any issues relating to Red Robin Therapy please talk to the Owner, Clare Canale, as soon as possible. We take all concerns seriously and make every effort to resolve matters as quickly as possible.

2. AIMS OF COMPLAINTS PROCEDURE

2.1 When dealing with complaints we aim to:

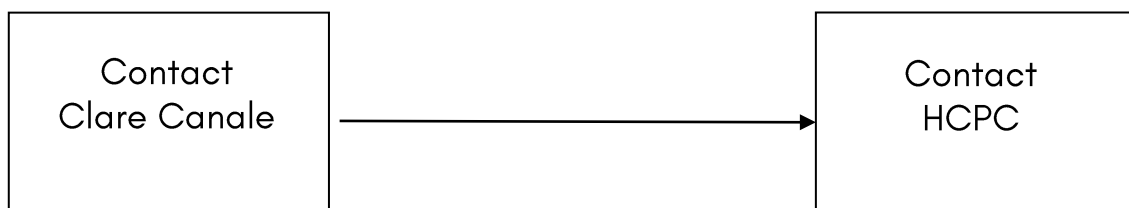
- Encourage resolution of all concerns as quickly as possible;
- Provide timely responses to concerns and complaints;
- Keep you informed of progress;
- Ensure a full and fair investigation of your complaint where appropriate;
- Have due regard for the rights and responsibilities of all parties involved;
- Respect confidentiality;
- Fully address your complaint and provide an effective response;
- Take appropriate action to rectify the issue and prevent it happening again where appropriate;
- Be responsive to learning from outcomes which will inform and improve practice.

2.2 A copy of this Procedure is available on the Red Robin Therapy website.

3. MAKING A COMPLAINT

3.1 If you or your child has a problem, or you are worried about your child's experience or welfare, you should be able to sort it out through an informal discussion with Clare Canale. Clare Canale is available via mobile number 07790 361220, but if busy you can leave a message and she will get back to you.

3.2 If you cannot resolve a problem informally, you may wish to make a written formal complaint as follows:



Time Limit

3.3 To help us resolve your complaint, please contact us as soon as possible. Unless there are exceptional circumstances, we will normally only consider a complaint within six months of you becoming aware of the issue.

Stage One

3.4 When making a complaint, contact Clare Canale who will arrange for the complaint to be investigated. *If the complaint is about Clare Canale, proceed to Stage Two.* Red Robin Therapy requires complaints to be made in writing. However, where this is not possible Red Robin Therapy will make reasonable arrangements to support you. Please provide as much information as possible including:

- Your name and contact details
- What the complaint is about
- What has already been done to try to resolve it
- What you would like Red Robin Therapy to do

3.5 The complaint will normally be acknowledged within five working days and a written response, of the outcome and any recommendations, normally made within 20 working days of receipt of the complaint. This response will be issued to you by Clare Canale.

3.6 If you are unhappy with the outcome at Stage One, your complaint may be progressed to Stage Two which is overseen by the Health & Care Professions Council (HCPC), the body which regulates allied health care professionals.

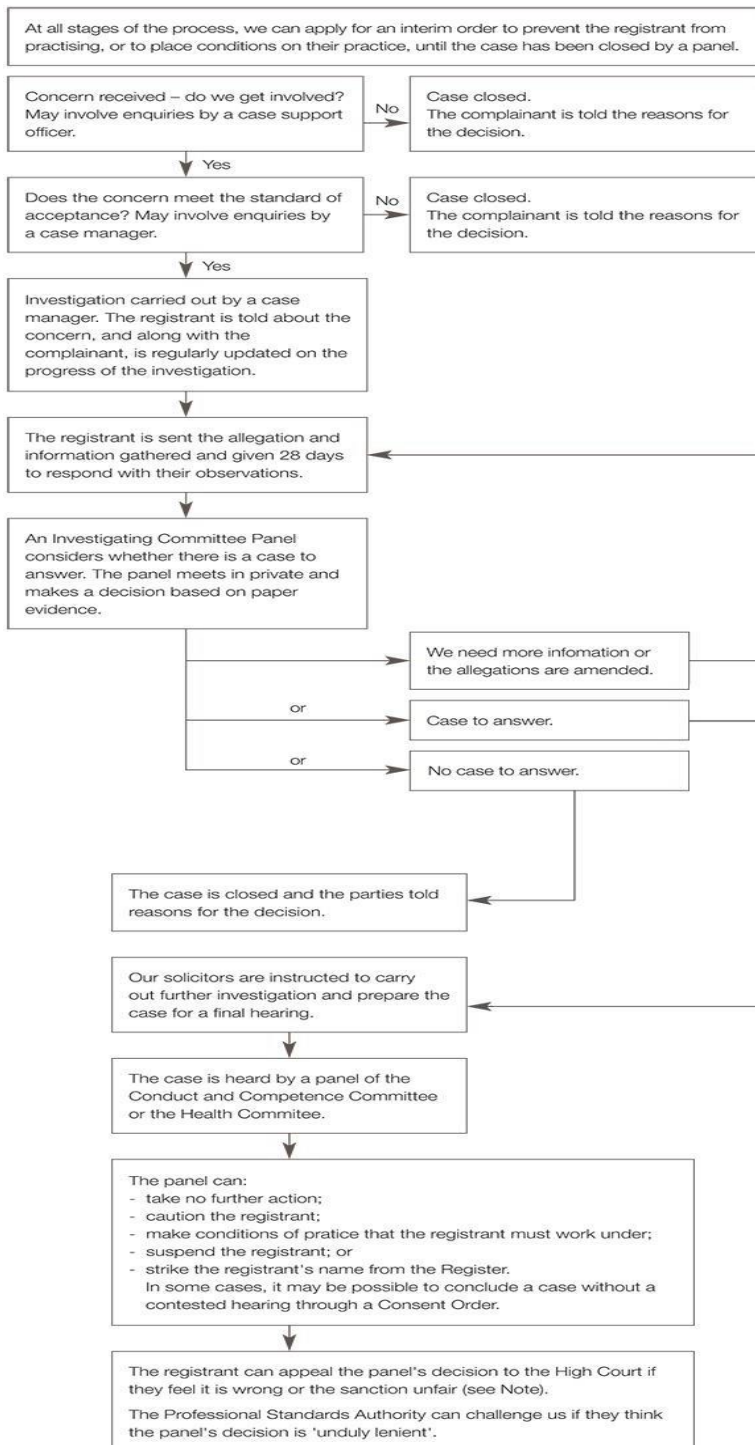
Stage Two

3.7 If the complaint is unresolved after Stage One, write to the HCPC. You can see how to raise a complaint with HCPC here

<http://www.hcpc-uk.org/complaints/raiseaconcern/>

You can see flowchart of the HCPC process on the next page.





3.8 Red Robin Therapy will not normally investigate anonymous complaints, unless deemed by Clare Canale to be of a serious nature. The decision of dealing with such complaints will be at the discretion of Clare Canale.



4. SCOPE OF COMPLAINTS PROCEDURE

4.1 The Complaints Procedure sets out how any expression of dissatisfaction relating to Red Robin Therapy will be managed. By taking concerns raised by families/carers/parents or others seriously at the earliest possible stage, we hope to resolve issues quickly and effectively.

4.2 *Some examples of complaints dealt with:*

Not following written policies
Communication delays/lack of communication
Difficulties in one to one relationships
How Red Robin Therapy handled a complaint
Failure to action recommendations

5. WHAT TO EXPECT UNDER THIS PROCEDURE

Your rights as a person making a complaint

5.1 In dealing with your complaint we will ensure that you receive:
Fair treatment
Courtesy
A timely response
Accurate advice
Respect for your privacy – complaints will be treated as confidentially as possible allowing for the possibility that we may have to consult with other appropriate parties about your complaint
Clear reasons for our decisions

Your responsibilities as a person making a complaint

5.2 In making your complaint you should:
Raise issues in a timely manner
Treat Red Robin Therapy staff with respect and courtesy
Provide accurate and concise information in relation to the issues you raise
Use these procedures fully and engage with them at the appropriate levels

Rights of parties involved during the investigation

5.3 Where a meeting is arranged the complainant may be accompanied but not represented by another person.

5.4 This Procedure does not take away from the statutory rights of any of the participants.



Timeframes

5.5 Where concerns are raised with Clare Canale, a response will normally be provided during the meeting or within an agreed timeframe.

Stage One - Normally acknowledge within five working days with response normally provided within 20 working days

Stage Two - Normally acknowledge within five working days with response normally provided within 20 working days

If, for any reason, the review of your complaint takes longer to complete, you will be informed of revised time limits and kept updated on progress.


These timeframes may need to be reviewed if complaints are ongoing during official holiday periods or to allow for the possibility that we may have to consult with other appropriate parties about your complaint.

6. POLICY REVIEW

SIGNED

On behalf of Red Robin Therapy

Print: CLARE CANALE

Sign: 

Date: 06 January 2023

