



Complaints and Compliments Policy

OT4me Ltd is committed to providing a professional and high quality service to all our clients. We are always wanting to improve our services, therefore we always provide a feedback form to all our clients whom have used our services. This gathers compliments but also future recommendations on what the clients feel the service could offer.

If you not satisfied with a service you have received, we would like you to contact us. This helps us improve our client experience and improves our clinically delivery.

1. First step, contact us:

- Please get in touch as soon as possible, we will deal with this promptly and confidentially.
- Please speak to the person it involves, all our therapists welcome open feedback.
- If the complaint is unable to be resolved immediately, we will ensure this complaint is recorded and dealt with by the directors of the company in 7 working days.

2. Formal complaint:

- Please send any formal complaints to info@OT4me.co.uk this will be dealt with by either Louise Holdsworth or Lizzie Huxford (Clinical Directors of OT4me Ltd). If your treating therapist is either Louise or Lizzie please address it to the other director.
- We will send you a formal letter within 7 days of acknowledging the complaint, asking for more details and whom is dealing with the complaint.
- We will record the complaint on the complaints register, within 2 days of being received.
- We will then investigate the complaint; we will speak to the staff member whom originally dealt with complaint and all clinical paperwork/correspondents between yourself and staff member. This would take up to 4 days to complete.
- The investigating director would then like to meet you to discuss with your complaint and hopefully resolve this.
- If you do not want to meet, the investigating director will send a detailed letter relating to the complaint. This will include suggestions for resolving the matter, which would be completed within 7 working days.
- If a meeting has taken place, then the investigating director will formally write to you with the date the meeting took place and any solutions which were jointly agreed.

If a complaint is made against a Therapist while Therapy remains ongoing, a decision would be made on a case-by-case basis in discussion with the complainant and the Therapist about the most appropriate way to ensure the least disruption to therapeutic services, whilst

OT4me Ltd

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maintaining our Professional Codes of Practice, as detailed by the Health and Care Professions Council [HCPC], at <https://www.hcpc-uk.org/>.

Furthering Official Complaints

If your complaint has not been effectively resolved by OT4me Ltd then you can contact the following:

- **Royal college of Occupational Therapists (RCOT)**
Occupational Therapists must adhere to the **Code of Ethics and Professional Conduct for Occupational Therapists** (2015, The Royal College of Occupational Therapists), **Professional Standards for Occupational Therapy Practice** (2017, The Royal College of Occupational Therapists), **Principles for Continuing Development and Lifelong Learning in Health and Social Care** (2019, The Royal College of Occupational Therapists). RCOT guidance which can be found within the following link at:
<https://www.rcot.co.uk/sites/default/files/Complaints%20against%20occupational%20therapists%20briefing%20%28Feb%202018%29%20%283%29.pdf>
- Health and Care Professions Council (HCPC) Standards of Conduct, Performance, and Ethics (2016, HCPC). HCPC guidance which can be found within the following link at:
<https://www.hcpc-uk.org/>.
- Citizens Advice Bureau: If your complaint is regarding a business matter, you may contact the Citizens Advice Bureau by visiting: <https://www.citizensadvice.org.uk/>.
- Data handling complaint; If your complaint is regarding data handling, you may contact the information commissioners office by visiting www.ico.org.uk