



## Complaints Policy

At Key To Achieving Therapy Services Ltd, we are committed to providing high-quality, ethical, and neuroaffirming support. We welcome feedback and take all expressions of dissatisfaction seriously, whether informal or formal.

### 1. Our Commitment

We aim to:

- Make the complaint process clear, respectful, and accessible.
- Respond promptly and compassionately.
- Use all complaints as opportunities for learning, reflection, and service improvement.
- Ensure that complaints are handled fairly, proportionately, and without bias.

### 2. Timeframes

We aim to acknowledge receipt of your complaint within 5 working days.

A formal written response will normally be provided within 10–15 working days of this acknowledgement. If your complaint requires more detailed investigation or input from others, we will let you know as soon as possible and give an estimated timeframe for resolution.

Our aim is to resolve most complaints within 28 working days wherever possible. If delays occur, we will maintain communication and update you on progress.

### 3. Informal Resolution

Where appropriate, concerns will be addressed informally in the first instance. This might include a phone call, email exchange, or clarification of process. If an informal approach is not possible or satisfactory, the formal procedure below should be followed.

### 4. How to Make a Complaint

If you are dissatisfied with any aspect of the service, you can submit your desire to make a formal complaint in writing via email or post.

You can contact us at:

Email: [office@keytoachieving.co.uk](mailto:office@keytoachieving.co.uk)

Post: Key To Achieving Therapy Services, 32-34 The Grove, Ilkley, LS29 9EE

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*Next Review: Annually or following any formal complaint*



Once your written concern is received:

- We will acknowledge your complaint within 5 working days.
- We will send you a formal Complaint Form to complete, which allows you to set out your concerns clearly and let us know what outcome or resolution you are seeking.
- On receipt of your completed form, we will begin our investigation and aim to respond fully within 28 working days, unless we inform you otherwise due to complexity or staff availability.
- Complaints will be handled sensitively and fairly, by someone not directly involved in your care wherever possible. We may seek advice from our professional body or insurers where appropriate.
- If you remain dissatisfied with the outcome, you have the right to raise your concern with the Health and Care Professions Council (HCPC), the regulatory body for occupational therapists in the UK. Please note that the HCPC will only investigate concerns relating to fitness to practice or professional conduct. For more information, visit: <https://www.hcpc-uk.org/concerns/>

## 5. What Happens Next

- **Step 1: Acknowledgement** - We will acknowledge your complaint within 5 working days of receiving your written concern. If any clarification is needed to understand the issue, we will contact you to request this.
- **Step 2: Investigation** - Once we have received your completed Complaint Form, the complaint will be formally logged and reviewed. This may include examining documentation, gathering written statements, or offering a discussion to explore the issues raised. A formal written response will normally be provided within 10–15 working days of acknowledgement. If your complaint requires more detailed investigation or input from others, we will let you know as soon as possible and provide an estimated timeframe for resolution. In some cases, we may engage an external occupational therapist or governance advisor to independently review the complaint and support the investigation process. This ensures objectivity and helps uphold the standards of professional conduct, fairness, and transparency expected by our regulatory body.

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- **Step 3: Response & Outcome** - Our aim is to resolve most complaints within 28 working days wherever possible. If delays occur, we will keep you informed and update you on progress. Our final response will outline our findings, any actions taken or proposed, and next steps where relevant.

## 6. Possible Outcomes

We take all complaints seriously and aim to resolve concerns in a fair, proportionate, and professional manner. Outcomes will depend on the nature of the complaint and findings of the investigation. These may include:

- Acknowledgement of any misunderstanding, error, or unmet expectation.
- A written apology and/or clarification of information.
- Amendments to clinical documentation where appropriate.
- Revisions to internal processes or communication systems.
- Additional support or explanation to aid understanding.
- A discretionary reduction or waiver of fees related to any element of service found to be below the expected standard.
- In cases where the complaint is not upheld, no further action may be taken.

Please note: Fees are typically invoiced after the delivery of work. Refunds are not routinely offered unless a significant aspect of the agreed service was demonstrably not provided or fell below acceptable professional standards. All decisions are made with reference to HCPC guidance, the principle of duty of candour, and a commitment to reflective, ethical practice.

## 7. Further Steps / Escalation

If you remain dissatisfied following our internal complaints process, you may choose to escalate your concerns to an external body. Depending on the nature of your complaint, you may wish to contact:

- Health and Care Professions Council (HCPC). For concerns relating to an occupational therapist's professional conduct or fitness to practice.

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Website: <https://www.hcpc-uk.org/concerns/>

- Information Commissioner's Office (ICO). For concerns about how your personal data has been handled under data protection legislation.

Website: <https://ico.org.uk/make-a-complaint/>

Please note that these organisations have defined scopes for the concerns they investigate. We encourage you to review their guidance before submitting a referral.

## **8. Respectful Communication**

We are committed to open, respectful, and constructive communication throughout the complaints process.

We understand that raising concerns may be distressing, and we aim to approach all dialogue with empathy and professionalism. In return, we ask that communication remains courteous and non-threatening.

Where communication becomes persistently adversarial, aggressive, or distressing for the practitioner or others involved, we reserve the right to:

- pause verbal or written dialogue temporarily
- move all communication to written-only channels
- seek support from a third party where necessary

This is in line with our duty to maintain professional boundaries, ensure psychological safety, and deliver a fair process for all involved, as outlined by HCPC Standards of Conduct, Performance and Ethics.

## **9. Access to Case Records**

If you would like to access any reports, notes, assessments, or other records held about you or your child, this will be treated as a Subject Access Request (SAR) under the UK General Data Protection Regulation (UK GDPR). You do not need to use a specific form, but your request must be made in writing (by email or post) and clearly state that you are requesting access to personal data.

We aim to respond to all SARs within one calendar month of receipt, in line with our Data

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Protection Policy and legal obligations. Where a request is complex or involves a large volume of information, this timeframe may be extended by a further two months, and we will inform you if this is the case.

Records will usually be shared electronically in a secure, password-protected format. However, you may request a printed copy by post if preferred. We will confirm your preferred format and ensure all personal data is shared safely and in accordance with data protection law.

Please note that if your request involves information that also relates to other individuals, we may need to redact third-party data to protect their privacy. In some cases, we may refuse access to specific information where legal exemptions apply (e.g. safeguarding concerns, or where disclosure could cause serious harm).

If you have any questions about accessing your records, please contact us at:  
[office@keytoachieving.co.uk](mailto:office@keytoachieving.co.uk)

## **10. Confidentiality During Complaints**

If you make a formal complaint, it may be necessary to involve an external occupational therapist or advisor to review relevant documentation, case records, or practice decisions. This ensures that all concerns are investigated fairly, independently, and in line with professional standards.

External reviewers will:

- Be suitably qualified professionals bound by HCPC standards
- Only receive access to information strictly relevant to the complaint
- Handle all data in accordance with UK GDPR and maintain confidentiality at all times

Your information will never be shared for any purpose beyond complaint resolution, and no unnecessary details will be disclosed. If you have concerns about how your information is handled during this process, you are welcome to discuss this before a review begins.

## **11. Policy Review**

This Complaints Policy is reviewed annually or sooner if required (e.g. due to legislative changes or relevant learning from complaint outcomes). The most recent version will always be available on request

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