Key To Achieving Therapy Services Ltd
32-34 The Grove, Ilkley, West Yorkshire, LS29 9EE
office@keytoachieving.co.uk · Company no. 10299423 · ICO no. ZA767747

Customer Care Policy

How we work, what you can expect from us, and what we ask in return.

1. Purpose

This policy sets out how we provide respectful, responsive and ethically sound care, and how we protect the safety, dignity and wellbeing of both the people we work with and the people who work here.

2. Who this applies to

Everyone who uses or enquires about our services - families, adult clients, professionals, schools, local authorities and referring bodies.

> This policy explains how we work. It is not a contract. The contract between us is our **Terms of Business**, together with the Schedule and Service Confirmation for your particular piece of work.
>
> Where anything in this policy differs from those documents, **the Terms of Business, the Schedule and your Service Confirmation take priority**, in that order. Nothing here adds to or reduces your rights under them, or under the law.

3. Our commitment

- Communicating with clarity, warmth and honesty.
- Responding to individual needs with clinical integrity.
- Upholding equitable, anti-discriminatory practice in line with HCPC and RCOT standards.
- Being clear about what we offer and what falls outside our scope.
- Working within sustainable boundaries, so that the care we give is reliable.
- Handling concerns and complaints fairly and transparently.

4. Who you will hear from

We are a small practice. Katie Simons is the Director and Lead Occupational Therapist. She works alongside a practice administrator and an associate occupational therapist.

Your **first point of contact is our practice administrator**, who manages enquiries, scheduling and invoicing. Anything clinical is passed to your occupational therapist, who will respond directly.

Everyone working with us is bound by confidentiality obligations and written data protection terms. Section 12 explains how your information is handled.

5. When we will get back to you

We give response times we can actually meet, rather than ones that sound better. There are four levels.

Type of contact	What it covers	We respond
Routine	General enquiries, scheduling, invoices, non-urgent questions, requests for information	Within 7 working days

Type of contact	What it covers	We respond
Time-sensitive	Anything tied to a deadline you have told us about in writing - a tribunal or appeal date, a statutory EHCP timescale, a DWP deadline. Also changes to an appointment in the next 48 hours	Within 2 working days
Complaints	Anything raised as a complaint, about the service or about how we have handled your information	Acknowledged within 7 **calendar** days
Urgent safety concern	Immediate risk to a child or adult	Do not use email - see below

To flag something as time-sensitive, put **TIME SENSITIVE** in the subject line and tell us the deadline and the date. We cannot prioritise a deadline we do not know about.

Routine and time-sensitive responses are counted in **working days**. Complaints are counted in **calendar days**. We do this because the statutory deadline for acknowledging a complaint about personal information runs in calendar days, and it is simpler to apply one standard to every complaint than to run two clocks.

Complaints do not sit in the routine queue. Anything raised as a complaint goes straight to Katie Simons, Director, on the day it arrives.

Urgent safety concerns

We do not monitor email, phone or messages outside working hours, and we do not operate an emergency service. If you have an immediate concern about the safety or welfare of a child or adult:

- In an emergency, call **999**.
- For a child protection concern, contact your **local authority children's social care duty team**.
- For a health concern, contact your **GP**, or **NHS 111**.

Please tell us afterwards, so we can record it and support you, but do not wait for us to reply before acting.

Our working hours

Day	Hours
Monday	10am - 5pm
Tuesday and Wednesday	9am - 5pm
Thursday	10am - 5pm
Friday	Closed
Evenings and weekends	Pre-arranged appointments only

We are a small, clinically-led practice with limited administrative capacity. Our response times reflect that, and we would rather tell you what to expect than over-promise and miss it.

6. Reasonable adjustments

We work with disabled people, neurodivergent people, people with health conditions, and the families and carers who support them. The way a service is run can make it harder or easier to use, and we would rather change how we do something than have you struggle with it.

Tell us what would help. We will consider any reasonable adjustment to:

- how we communicate - written only, voice notes, shorter messages, plain summaries, bullet points instead of prose;
- how appointments run - length, time of day, location, breaks, who is present, remote instead of in person;
- deadlines - more time to read a report, respond to a draft, or return a form;
- how you complain - in writing, over a recorded call, or through someone acting for you;
- how you receive documents - unprotected files, larger text, a printed copy by post;
- our cancellation and attendance arrangements, where a disability or health condition is part of the reason.

You do not need to give us a diagnosis, evidence, or a reason you would rather not share. Tell us what is difficult and what would make it easier, and we will work from that.

We may not be able to do everything asked. Where we cannot, we will explain why and look for another way. If you think we have not got this right, tell us - that is a complaint and we will treat it as one.

7. Appointments and cancellations

- Appointments are agreed in advance and held for you.
- We ask for at least **24 hours' notice** to cancel or reschedule. You can give that notice by email at any time, including outside working hours.
- Appointments cancelled with less than 24 hours' notice, or not attended, are charged at the full fee. Where the appointment is part of a block, it counts as used.
- **We apply this with discretion.** Illness, a disability-related reason, a crisis at home, or anything else genuinely outside your control - tell us and we will waive or reduce the charge. We would rather you told us late than came when you should not have.
- Repeated late cancellations or missed appointments may lead us to review whether the current arrangement is working. Before we do that, we will talk to you about what is making attendance difficult and whether something needs to change.
- If we need to cancel, we will offer an alternative as soon as we can. Where we cannot, we refund or credit that appointment.

This is our appointment policy. It is **separate from your statutory cancellation rights**. If you are a consumer and you booked at a distance - by email, phone or online - you may also have a 14-day right to cancel the contract itself. That right is explained in clause 4 of our Terms of Business and is not affected by anything in this section.

8. What is in scope, and what is not

Your Service Confirmation sets out exactly what your piece of work includes and what it does not. Anything outside that - additional reports or letters, further meetings, liaison with other professionals, attendance at reviews or hearings - is available, and is quoted and agreed in writing before we begin.

For any request that we attend a meeting, school visit, review or tribunal, please give us at least **two weeks' notice** unless we have agreed otherwise. Where instructions are not confirmed in time, we may not be able to attend.

We do not operate a reminder or chasing system. If we do not hear back from you about a request, we will send one written confirmation and, if there is still no reply, treat the request as no longer required.

9. Informed instruction and clinical independence

Our service model is collaborative and clinically impartial. What we do is shaped by your instructions and the identified need. How we do it is governed by our professional standards.

Your instructions

It is for you, or the commissioning party, to tell us clearly what you are seeking - an initial call, a consultation, a letter, a report, observation in a particular setting, or attendance at a meeting or tribunal. If you are not sure what you need, tell us and we will talk it through. We are glad to help you work it out.

What we cannot do is proceed without sufficient clarity, and we are not responsible for gaps or unmet expectations caused by instructions that were missing, delayed or ambiguous.

Clinical independence

Clients and families may fund the service. That does not entitle anyone to direct or alter clinical decisions, assessments, findings or professional wording. All input is completed in line with HCPC and RCOT standards, safeguarding duties, and - particularly in tribunal contexts - the independence required of an expert.

> **Fees are charged for our professional time and expertise, not for reaching a preferred outcome.** You may not always agree with the clinical content of a report or recommendation. Full payment is due whether or not our conclusions match what you hoped for.

We will always correct a factual error. We will not change a clinical opinion because a different one would be more useful.

We welcome your preferences, your context and your communication needs - these help us work with you well. They cannot override evidence-based clinical judgement.

10. Mutual respect

We are committed to communication that is calm, clear and respectful in both directions. We know that raising a concern can be distressing, and we will meet that with professionalism rather than defensiveness.

In return we ask that contact with us remains courteous and non-threatening. Where communication becomes persistently adversarial, aggressive or distressing for anyone involved, we may pause dialogue, move all communication to written channels only, or involve a third party. In serious cases we may end the contract, as set out in our Terms of Business.

> **Whatever else is paused, these stay open.** If we restrict or end contact, you can still make a complaint, still ask to see your records or exercise any other data protection right, and still raise a safeguarding concern. We will tell you how to do each of those at the point we restrict contact. We will also consider reasonable adjustments before restricting anything - see section 6.

11. Compliments, concerns and complaints

We want to hear all of it. Feedback about what worked is as useful to us as feedback about what did not.

- **Compliments** - share these however suits you, by email or in conversation. They help us know what to protect.
- **Concerns** - tell us early. Most things are resolved by a conversation.
- **Complaints** - write to Katie Simons, Director, at office@keytoachieving.co.uk. We acknowledge within 7 days and give a full written response within 30 days.
- **Complaints about your personal information** - these follow a separate statutory route. Use the form at keytoachieving.co.uk/data-protection-complaints, email office@keytoachieving.co.uk, or write to Katie Simons, Director, at 32-34 The Grove, Ilkley, West Yorkshire, LS29 9EE. You do not have to come to us before going to the Information Commissioner.

Our **Complaints Policy** sets out the full process, the timescales and the routes for escalation. All feedback is reviewed internally to inform our practice and supervision.

12. Your information

We hold and use personal information in line with UK GDPR and the Data Protection Act 2018. Our **Privacy Policy** explains what we collect, the lawful basis we rely on, who else processes it, how long we keep it, the technology and AI tools we use, and your rights.

We are registered with the Information Commissioner's Office, registration number ZA767747.

If you think we have got something wrong in how we have handled your information, you have a right in law to complain to us about it. Section 14 of the Privacy Policy explains how, and there is a form at keytoachieving.co.uk/data-protection-complaints.

13. Contact us

Katie Simons - Director and Lead Occupational Therapist

HCPC registration OT38310

Key To Achieving Therapy Services Ltd, 32-34 The Grove, Ilkley, West Yorkshire, LS29 9EE

Email: **office@keytoachieving.co.uk**

Related documents: Terms of Business · Privacy Policy · Complaints Policy · Safeguarding Policy · Lone Working Policy