

## **COMPLAINTS POLICY AND PROCEDURE**

Our aim is to provide a high quality of service in all our work. We take complaints seriously and welcome your feedback on the service that we provide. In order to ensure we are dealing with complaints effectively, we have adopted the procedure outlined below.

Usually a phone call to the person you have been dealing with will allow UKCP to put things right quickly. If you are still dissatisfied, you may wish to speak to their manager. Any member of UKCP staff will be happy to provide you with contact details for the correct person, or to take details from you and arrange for them to call you at a convenient time.

If you are still dissatisfied, or would prefer someone else to deal with the issue, then you may want to complain.

### **1. WHO CAN MAKE A COMPLAINT?**

Any person who receives a service from us, any external organisation we work with or anyone who is impacted by the service we deliver can make a complaint.

### **2. HOW SHOULD COMPLAINTS BE MADE?**

- Call UKCP on 020 7014 9955 and tell us that you wish to make a complaint about UKCP. If you do this, we will send you a form, which you should complete and return.
- Email [louise.lilley@ukcp.org.uk](mailto:louise.lilley@ukcp.org.uk)
- Write to us at 2nd Floor, Edward House, 2 Wakley Street, London EC1V 7LT. Mark your envelope "Private and confidential, for the attention of the Head of Operations and Regulation".
- Download a form from our website, at <http://www.psychotherapy.org.uk/complaints>. Once you have completed it, you can return it by post or email. You may also submit your complaint in writing, setting out the nature of your complaint in as much detail as possible and sending your letter to the Chief Officer.

Please provide as much information as possible, including:

- who you dealt with.
- what went wrong
- when it happened
- whether you have already attempted to resolve the problem with the person concerned or their manager

### **3. RESPONSE TIMES**

Letters and emails will be acknowledged within 3 working days of receipt and a full reply will be sent within 15 working days of receipt.

At all stages we will keep you informed as to what is happening with your complaint. If, for whatever reason, it is not possible to deal with your complaint within the published timescale then we will inform you of this, and provide a reason.

We are committed to:

- looking thoroughly into your complaint
- dealing with your complaint confidentially
- trying to resolve your complaint and give you a full response within 15 working days (although a longer period may be necessary depending on the nature and complexity of the complaint)
- treating you fairly and with respect.

#### **Putting things right:**

If things have gone wrong we will

- explain what went wrong.
- apologise and tell you what we are doing to put things right
- consider whether we need to change an existing process or provide additional staff training, in order to ensure that the same problem does not happen in the future.
- Tell you what you can do if you are not satisfied with the outcome of a complaint against UKCP

#### **MONITORING AND REVIEW**

The office of Chief Executive will be responsible for monitoring compliance with this policy. The policy will be reviewed 1 year from implementation or last review date.

[Registered office 2nd Floor Edward House, 2 Wakley Street, London EC1V 7LT](#)  
Registered Charity No 1058545 Company No 3258939 Registered in England