



Complaints policy and procedure.

Introduction:

Symphysis is committed to providing a high standard of care and professionalism to all clients. We understand that there may be occasions when clients are dissatisfied with our services. This policy outlines the procedure for making complaints and the steps we will take to address and resolve them.

Symphysis is committed to addressing and resolving complaints promptly and fairly, with the goal of improving our services and maintaining the highest standards of professional practice in Play Therapy.

Complaints Procedure:

Informal Resolution:

If you have a complaint, we encourage you to discuss it with the therapist informally first. Many issues can be resolved through open communication.

Formal Complaint:

If the informal resolution does not resolve the issue to your satisfaction, you may submit a formal written complaint. Please address your written complaint to [Your Name] and provide the following details:

- Your name and contact information
- A clear description of the complaint, including relevant dates and any individuals involved
- Any supporting documents or evidence

Submit your formal complaint to Lee Smith.

Acknowledgment:

Upon receiving your formal complaint, a member of the management team at Symphysis will acknowledge its receipt within five working days. The acknowledgment will include an estimated timeline for resolving the complaint.

Investigation:

A member of the management team will conduct a thorough and impartial investigation into the complaint. This may involve speaking with relevant parties, reviewing records, and gathering all relevant information.

Resolution:

The appointed member of the management team will aim to resolve the complaint as promptly as possible. Once the investigation is complete, you will receive a written response outlining the findings and any proposed actions or remedies. This response will be provided within 20 working days from the acknowledgment of the complaint.

Appeal:

If you are not satisfied with the resolution provided, you have the right to appeal. You may appeal in writing within 10 working days of receiving the response. Your appeal should outline the reasons for your dissatisfaction and any additional information you wish to provide. The original complaint and the reasons you have given to appeal the original decision will be reviewed once again and a letter outlining the outcome of your appeal to the original complaint will be sent to you within 20 working days of receipt of the appeal.

Independent Review:

All therapists are registered with both the BACP (British Association of Counselling and Psychotherapy) and BAPT (British Association of Play Therapists). Therefore, if the appeal process does not lead to a satisfactory resolution, you may request an independent review by contacting either the BACP or BAPT, details about making a formal complaint can be found in the links below:

BACP:

<https://www.bacp.co.uk/about-us/protecting-the-public/professional-conduct/how-to-complain-about-a-bacp-member/>

BAPT:

<https://www.bapt.info/contact/#>

Their decision will be final.

Confidentiality:

All complaints and related information will be treated with the utmost confidentiality, in accordance with professional ethics and legal requirements.

Record Keeping:

A record of all formal complaints and their resolutions will be maintained for 8 years upon conclusion of the investigation into the complaint in compliance with regulatory requirements.

Review:

This Complaints Policy and Procedure will be reviewed regularly to ensure its effectiveness and compliance with current regulations and industry standards.