



## Complaints Policy

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## 1) How to raise a concern

Taylor Psychology aims to provide a high-quality service which clients and referrers can have confidence in. We want to learn from experience and from feedback that clients give us. This is why we routinely ask clients to complete a feedback questionnaire at the end of their contact with us. This enables all our clients to voice both compliments and concerns, so we can listen and act to make our service the best it can be.

### Stage 1: Discussion with your therapist

We are keen to receive constructive feedback so we welcome receiving both compliments and concerns. If you have concerns or compliments about the service you have received we encourage you to communicate these directly to the therapist you have been seeing. Wherever possible, the therapist will discuss your concerns with you with the aim of understanding and resolving the issue concerned.

### Stage 2: Informal process

If you feel unable to raise your concern with your therapist, or if your concern still persists after speaking to your therapist, or the complaint is with regards to another aspect of our service, we will ask you to contact our company director, Dr Emma Taylor. You can ask to speak to her directly, or raise concerns by email or letter. Her email is:

[emma@tayloredpsychology.co.uk](mailto:emma@tayloredpsychology.co.uk)

Dr Emma Taylor

Company Director

Wellforce

28 Wilkinson Street

Sheffield 2GB

If the concern is relating to Dr Taylor herself, and your concerns still persist after you have spoken to her or you feel unable to talk to her, your complaint should be addressed to our administrator Jade Cooper with a brief descriptor of your main concern and the Taylor Psychology people involved. She will acknowledge receipt of your concern and name a clinician who will be dealing with your complaint.

[jade@taylored-psychology.co.uk](mailto:jade@taylored-psychology.co.uk)

Wellforce

28 Wilkinson Street

Sheffield 2GB

What happens next:

The clinician dealing with your concern will communicate it to your therapist and ask them to respond in writing. Whichever clinician is dealing with your complaint will also look at your clinical notes and may also arrange to meet with you. This person will consider your concern and the therapist's response, and decide whether your concern is upheld or might be resolved and if so, what steps should be taken to address it. They may seek advice from our Professional Bodies or a clinical supervisor whilst keeping your name anonymous. They may need to refer a complaint on to

a professional regulatory body for investigation if appropriate. You would be informed of this, and it may not be possible to keep your complaint anonymous in these circumstances. The outcome of our internal investigation, and suggested remedies if appropriate, will be conveyed to you in writing. This will include any learning points for Taylored Psychology and the therapist.

We are aware that these situations are stressful and aim to deal with them promptly. We expect to complete this informal process of investigation within 15 working days of receiving the concern, subject to the availability of the people concerned.

As a company, we keep a record of all concerns and actions taken to remedy these. Therapists discuss concerns and complaints in their own supervision. Concern logs are reviewed by the company and remedial action taken where necessary.

### Stage 3:

If after this process, you remain concerned or if you prefer to have an external Professional Body look at your concern, you can contact one or more of your therapist's associations. The addresses are:

#### **HCPC**

You may fill in the form in their website or email [ftp@hcpc-uk.org](mailto:ftp@hcpc-uk.org) or send a letter to

Fitness to Practise Department  
The Health and Care Professions Council  
184 Kennington Park Road  
London  
SE11 4BU

If you wish to discuss your concern, need help to fill in the referral form, or need to make an adjustment because of disability please telephone the Fitness to Practise department on 0207 840 9814 or our UK Freephone number 0800 328 4218.

#### **BPS**

Please visit their website prior to submitting a complaint. If you believe you are in a position to submit your complaint (which should be accompanied by the appropriate supporting evidence), send it to:

Member Rules and Standards Officer  
St Andrews House  
48 Princess Road East  
LEICESTER  
LE1 7DR

For more information contact:

Tel: +44 (0)116 252 9919

Email: [conduct@bps.org.uk](mailto:conduct@bps.org.uk)

## **BACP**

Please visit their website prior to making the complaint. Email your complaint to [Professional\\_Conduct@bacp.co.uk](mailto:Professional_Conduct@bacp.co.uk) or send it by post to:

BACP House,  
Unit 15,  
St. John's Business Park,  
Lutterworth, LE17 4HB

If you need help filling in the form, or if you have any problems in making your complaint in writing, please call 01455 883300.

## **ACAT**

Please visit their website to fill out their referral form and send it to [admin@acat.me.uk](mailto:admin@acat.me.uk) or post it to:

The Chair of the ACAT Ethics Panel  
ACAT Office  
PO Box 6793  
Dorchester DT1 9DL

## **2) Vexatious complaints**

Generally most complaints will be dealt with adhering to this policy. However, occasionally services receive complaints that are unreasonable, repetitive and/or abusive. These type of complaints are unhelpful to clients, because they place them at risk of distress or unwanted consequences, and to services and professionals. Unreasonably persistent complaints are defined as “those who, because of the frequency or nature of their contact with an authority, hinder the authority’s consideration of their or other people’s complaints”.

Vexatious complaints will be dealt with by deciding if the complaint is:

- likely to cause unjustified distress or disruption to a Taylored Psychology associate
- abusive
- obsessive
- lacking serious purpose or value
- intended to cause distress or disruption

To decide whether the complainant is unreasonable we take into account the context of the complaint and the history of the complainant. We will ensure that supervision is sought in making this decision. Thus, we will consider:

- previous complaints made by the complainant, if they are repetitive and lack value
- whether information being requested has already been given

- whether the time and cost of processing the complaint poses a disproportionate burden to Taylored Psychology

Taylored Psychology recognises that distress or frustration can lead to forceful complainant behaviour. We will listen to the essence of the complaint and make reasonable allowances for behaviour by the complainant, but will not tolerate harassing, aggressive, threatening or violent behaviour (written, verbal or physical), which if appropriate will be reported to the police or other relevant authorities. Making unfair inflammatory statements about the service or an employee is also considered as abusive behaviour. Any of this type of behaviour will be considered in deciding if your complaint is vexatious.

If it is decided that your complaint is vexatious it will be noted but not processed. The complainant will be notified in writing regarding this and our reasoning behind the decision.