



**Talking Out**  
**Ltd**

# **COMPLAINTS POLICY**

**Written by:**

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# COMPLAINT POLICY

## **1. Introduction**

We always aim to provide a high standard of care in all our services.

Our clients' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services, it is important that you let us know.

If a complaint alerts us to possible abuse or neglect we will inform the relevant safeguarding team. The safeguarding team will decide how to investigate and monitor outcomes.

## **2. Making a suggestion**

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, and their friends/ family, may make a suggestion.

First you should speak to a representative from Talking Out Ltd.

If the suggestion is something that Talking Out Ltd as a company needs to consider you can contact them online, details about how to do this can be found on [www.talkingoutresidential.com/contact-us](http://www.talkingoutresidential.com/contact-us), or you can send it to:

FAO: Ben Bolton-Grant or Teresa Howarth, Directors

Talking Out Ltd

6 De Ferrieres Avenue

Harrogate

HG1 2AR

## **3. Making a complaint**

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

Talking Out Ltd assures clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

## **4. Who can complain**

Anyone affected by the way Talking Out Ltd provides services can make a complaint.

A representative may complain for the affected person if they:

- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

## **5. How you can make a complaint**

You can complain:

- in person
- by telephone
- through a member of our staff
- through an advocate or representative

where someone complains orally we will make a written record and provide a copy of it within 3 working days

- by letter
- by email

## **6. Anonymous complaints**

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.

## **7. Responsibility**

The company Directors have overall responsibility for dealing with all complaints made about their service.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

## **8. How we handle complaints**

Talking Out Ltd may ask one of the Directors, or a member of the Yorkshire and Humber Clinical Excellence Network for Stammering to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to discuss the outcome with you, and write to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

## **9. Time limits**

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

## **10. Further steps**

If your complaint relates to fitness to practice of a Speech and Language Therapist then you may consider raising a concern with the Health Care Professions Council (HCPC). The HCPC protect the public by investigating concerns about an HCPC registrant's fitness to practise.

Anyone can raise a concern about a registrant's fitness to practise. This includes members of the public, employers, the police, other organisations and other health and care professionals.

However, it is important that you read the information on the HCPC website to help you to decide whether you should make the referral to them. This also explains how to go about raising a concern if you wish to do so.

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