

Complaints Policy

How to raise a concern or make a complaint:

We hope you will feel listened to and supported by your therapist to understand your needs and agree and implement a productive and professional assessment and treatment plan. If you have any concerns regarding the service provided by Fylde OT, in the first instance please speak to us by phone, during your appointment or via email so we can resolve asap. If needed, we can arrange to meet within 5-7 working days to find an agreed solution. Please be reassured if you do need to raise any issues or a complaint, we are committed to ensure this will not affect your current care or any future clinical care or therapeutic relationships.

If this is insufficient or you feel you need to submit a more formal complaint, please email pamela@fyldeot.co.uk detailing specific events, dates and desired outcomes. This will be acknowledged within 3-5 working days. Fylde OT will complete a thorough review and respond in writing with a response and proposed action plan within 20 working days (and update if for any reason longer is required).

If you are still unsatisfied with Fylde OT response, you can contact the HCPC via the Raising a Concern Portal regarding professional conduct or competence at www.hcpc-uk.org. If your issue involves unresolved privacy breaches, contact the Information Commissioners Office at www.ico.org.uk