



# Making a Complaint

The Purple House Clinics prides itself on our high standards, with 'Striving for Excellence' underpinning our work as one of our four core values. If our services have fallen short of your expectations and you wish to make a complaint, we commit to managing this process empathically and fairly. The information below guides you through the process of making a complaint.

## Step 1 (Informal Complaint)

The first step is to consider approaching the member of staff directly linked to your concerns. Sometimes an informal discussion can be enough to resolve your situation. You may wish to make a note of the conversation.

## Step 2 (Formal Complaint)

If you feel unable to carry out step 1, or this does not resolve your situation, the next step is make a formal complaint to the Clinical Director of the clinic providing your services. If you wish to make a formal complaint, please detail your complaint in writing to the Clinical Director. Please include:

- 1) Who was involved and where/when events took place
- 2) The reason/s for your complaint
- 3) Details of any action you have taken already
- 4) What you wish to achieve as a resolution (for example, a meeting, an apology, a refund, an alternative service, or an investigation)

The Clinical Director will acknowledge receipt of the complaint in writing within 3 working days. If appropriate to the situation, the Clinical Director will offer an opportunity to discuss the matter with you either by telephone or in person.



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## How we will manage your formal complaint

- 1) The Clinical Director will acknowledge receipt of your complaint in writing within 3 working days. If appropriate to the situation, the Clinical Director will offer an opportunity to discuss the matter with you either by telephone or in person.
- 2) The Clinical Director will take responsibility for investigating and responding to the complaint. Investigation may include; meeting with you to discuss the complaint and/or outcomes, reading the health records, requesting statements from workers, interviewing workers, checking other records including email conversations or records of phone calls, and requesting independent expert opinion.
- 3) The Clinical Director will aim to respond to you with an outcome within 30 working days. However, each complaint will have individual circumstances which may affect the time required to provide a full response. They will ensure that an expected time frame of completion is communicated to the complainant.
- 4) The Clinical Director will analyse/evaluate all the evidence collected. They may see fit to compare the evidence about the care or service complained about with nationally recognised standards for care.
- 5) The Clinical Director will provide a written response to your complaint, detailing the outcome of the investigation. The letter will aim to directly address all aspects of your complaint. It will aim to outline the investigation and the conclusions drawn, provide an explanation of the events complained about, give an acknowledgment of dissatisfaction, give an apology (if appropriate) and detail the action/s taken to improve future care of clients (if appropriate).

## Step 3 (central review)

If you are unhappy with the way that your complaint has been handled by the the clinic providing your services, you may wish to request a review to be undertaken by Purple House Clinics head office (please email [complaints@purplehouseclinic.co.uk](mailto:complaints@purplehouseclinic.co.uk)). Please be aware that each Purple House Clinic exists as a separate company and as such step 2 should be your first course of action.



## Step 4 (external bodies)

If you have carried out steps 1-3 and you are still unhappy with the outcome, you may wish to contact external bodies to ask for their involvement. The following options are available:

1) To make a complaint about an individual clinician's practice, you may contact the professional body responsible for regulating their profession. The regulating body differs between individuals. For Psychologists, Occupational Therapists and Speech and Language Therapists, this will be the Health and Care Professions Council. For medical doctors, this will be the British Medical Association. There are several different regulating bodies for psychotherapists. You can find confirmation of a clinician's regulating body under their profile on our website.

2) In respect to our psychiatry and medical services only, you can make a complaint to Health Improvement Scotland (Scotland) or the Care Quality Commission (England) who regulate the clinic as a whole for these activities. Please note that these bodies do not regulate the clinics for psychological services and unfortunately no equivalent body exists.

Health Improvement Scotland: Telephone 0131 623 4342 or visit [www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org)

Care Quality Commission: Telephone 03000 616 161 or visit [www.cqc.org.uk](http://www.cqc.org.uk)

3) If your services have been funded by an external organisation such as the NHS, the local authority, charity or private company you may wish to raise your concerns with them directly. Please contact the organisation in question.

## If you need assistance

We will ensure support is provided to any persons who require assistance to register a complaint, for example, to persons who have a physical or learning disability. Please request this support from the relevant Purple House clinic.



## **Making a complaint on behalf of someone else**

If you wish to make a complaint on a client's behalf, you must be an individual who has an identifiable interest in the welfare of the person affected. Usually, you will need to provide us with their written consent. Exceptions to this are if the client is under 18 years and does not have sufficient competency, and in other situations where the client does not have sufficient mental capacity to give consent. Where mental capacity is brought into question, we may sometimes need to seek external advice to assist in this process.

## **Timeframes for making a complaint**

The time limit for making a complaint to one of our clinics is twelve months from the date on which the matter of the complaint occurred or twelve months from the date on which the subject came to the attention of the complainant. Where a complaint is made after this period the Clinical Director may nonetheless choose to investigate if they establish that the complainant had a good reason not to make the complaint earlier and/or if it is still possible to investigate the complaint effectively. If you wish to request a review from head office, you must do so within 6 months of the date of your outcome letter.

Thank you for reading this information. Please be assured that we are committed to working with you to help resolve your concerns.

