

COMPLAINTS PROCESS

PsychWorks Associates invites and values feedback about our services provided. We use the information received to ensure the service we provide continues to meet needs and exceed expectations.

Any complaint or feedback will be gratefully received and addressed in accordance with the procedure below. Complaints are treated without prejudice or partiality.

Complaints can be made verbally or in writing.

Introduction

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

Our Clients' and anyone that utilises our services, 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 tell the Local Authority's Adult Safeguarding Team. The Safeguarding Team will decide how to investigate and monitor outcomes.

Making a Suggestion

Often people feel more comfortable suggesting improvements than complaining formally.

Suggestions can be made by anyone receiving services, or their friends/family. To make a suggestion you can:

Speak directly to the Manager or their Deputy, Case Manager or Clinician

If the suggestion is something that PsychWorks Associates as a company needs to consider you can send it to our Managing Director, Dr Shabnam Berry-Khan

PsychWorks Associates
43 Hideaway Work Space
1 Empire Mews
London SW16 2BF

Email: compliance@psychworks.org.uk

Tel :07942 691070

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.

PsychWorks Associates assures Clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

Who Can Complain

Anyone affected by the way PsychWorks Associates provides services can make a complaint. A representative can make a complaint for the affected person if they:

- Have died
- 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.

How You Can Make a Complaint

In order to process your concern or complaint please provide:

- Your Full Name
- Client Name
- Client ID/reference number (if applicable)
- Email address
- Telephone Number
- Solicitor (If applicable)
- Insurer (If applicable)
- Clear Description of feedback/complaint (dates if applicable)

You can complain:

- In person
- By telephone
- In writing
- Through a member of our staff
- Through an advocate or representative

Where someone complains verbally, we will make a written record and provide a copy of it within 3 working days

- By letter
- By email

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Anonymous Complaints

We deal with anonymous complaints under the same procedure. However, it should be noted, if you provide contact details, we can update you on the outcome of our investigation.

Data Protection

If your complaint relates to one of our clients we may require their consent prior to releasing any sensitive data in relation to the complaint under UK GDPR regulations

Responsibility

The Registered Manager has overall responsibility for dealing with all complaints made about their our service. We will provide, as far as is reasonably practical:

- Any help you need to understand the complaints procedure
- Advice on where you may get that help
- Information about making a complaint in a way you can understand

How We Handle Complaints

The The Registered Manager off PsychWorks Associates may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will formally 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 meet with you to discuss the outcome, and write to you with:

- Details of the findings
- Any action we have taken
- Our proposals to resolve your complaint

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.

However, we will consider whether you had a good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

Further Steps

At any stage during the process, if you are not happy with the way PsychWorks Associates is dealing with your complaint you can contact the The Registered Manager at:

PsychWorks Associates
43 Hideaway Work Space
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London SW16 2BF

07942 691070

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Local Government and Social Care Ombudsman and ask for it to be reviewed. The Local Government and Social Care Ombudsman provides a free independent service.

You can contact them at:

The Local Government and Social Care Ombudsman
PO Box 4771
Coventry CV4 0EH

Tel: 0300 061 0614

Email: advice@lgo.org.uk Website: <https://www.lgo.org.uk/>

Complaint form: <https://www.lgo.org.uk/complaint-form>

NB: The Ombudsman will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.

The services of PsychWorks Associates are registered with, and regulated by, the Care Quality Commission. The CQC cannot get involved in individual complaints about providers but is happy to receive information about services at any time.

You can contact the CQC at:

Care Quality Commission National Correspondence
National Correspondence Citygate,
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161
Fax: 03000 616171

Email; enquiries@cqc.org.uk

Website: www.cqc.org.uk