

	<h1>POLICY</h1>	No: GP-POL-001
Title: Complaints Policy	Page 1 of 4	
	Issue Level: 6	

OPERATING POLICIES

Gateway Psychology Ltd Operating Policies are statements on the way Gateway Psychology will operate within the Business System. They signal the values and philosophy of our company and provide a framework of general principles for all members of staff, employees, Associates and colleagues to follow.

CONTENTS

- Front Page - Signatories
- 1.0 Scope of policy
- 2.0 Why we need this policy
- 3.0 Key management responsibilities
- 4.0 Policy details
- 5.0 Cross references with other Gateway Psychology Policies

SIGNATORIES (signed and controlled electronically)

Dr Meryl Ann Forse

Dr M.A. Forse – Managing and Clinical Director

1.0 SCOPE OF POLICY

This policy applies to all members of staff (this includes Employees, Contracted Associates, agency workers and service contractors) of Gateway Psychology Limited.

2.0 WHY WE NEED THIS POLICY

As an organisation, our aim is to provide the best psychological services for our clients whose feedback is important, as it can help improve our services and those that are provided in the future. We adhere to the Code of Ethics as laid down by the UK's Health Professional Council (HPC).

We realise that sometimes mistakes do happen, so if a client is unhappy with something that Gateway Psychology has done or has not done, then a complaint should be filed.

Our aims:

- To deal with all complaints in an effective, fair and confidential manner.
- To acknowledge receipt of a complaint within three working days.
- To respond to complaints within 14 working days.
- To keep the complainant regularly updated as to the progress of the enquiry if the issue has not been resolved within agreed times

3.0 KEY MANAGEMENT RESPONSIBILITIES

- 3.1 Understand current and new policies, and the role of management with respect to them.
- 3.2 Ensure that all employees, Associates and contractors understand current and new policies through communication and familiarisation and behave in accordance with them.
- 3.3 Actively work to ensure that Gateway Psychology Policies are maintained and developed, through reviewing their own policies and processes and receiving and monitoring feedback information.
- 3.4 Monitor the policy locally and eradicate any non-conformances that may be identified.
- 3.5 Agree and contribute to the development of new policies and processes where applicable, and when agreed, commit to implement those policies and processes.
- 3.5 Gateway Psychology Managers are responsible for the continual monitoring and improvement of Policies and Processes for which they have responsibility.
- 3.6 Ensure that any concerns raised with Policies or Processes are directed to the manager within the relevant function.

4.0 DETAILS OF THE POLICY

- 4.1 In order to file a complaint, please first verify that the member of staff, psychologist or Associate that you wish to file a complaint against is an employee or a contracted associate of Gateway Psychology. Please contact the Business or Clinical Director to confirm this.

- 4.2 If the complaint is against the Clinical Director, then the complaint should be directed to the Business Director or to the Clinical Director's clinical supervisor, or other named psychologist of similar experience for investigation. The name of the investigator can be obtained from the Gateway Psychology office.
- 4.3 In the first instance, the issue should be discussed directly with the member of staff and then the responsible manager before a formal complaint is raised. Many issues can be resolved without invoking a formal complaint.
- 4.4 **Who May File a Formal Complaint?** Anyone who thinks that a psychologist, psychological assistant, member of staff or contracted Associate has acted illegally, irresponsibly, or unprofessionally may file a complaint with Gateway Psychology Ltd. Note: Everyone has the right to file a complaint without fear of harassment. If you feel you are being harassed by the member of staff that you have complained about, you should notify the Managing or Clinical Director of Gateway Psychology immediately.
- 4.5 **How Do I File a Complaint?** Your complaint may be filed electronically or in writing using a Complaint Form (GA-FRM-001). This should be sent to the Managing or Clinical Director of Gateway Psychology Ltd. at the registered business physical or email address (see website for more details). Include as much specific information as you can, including names, addresses, and phone numbers for yourself and the member of staff. The most effective complaints contain first-hand, verifiable information. State your complaint in as much detail as possible, and include copies of any documents, such as session records, photographs, contracts, invoices, and correspondence, that can be used as evidence. Do not send any original documents. Please sign the form. Do not file a complaint on behalf of someone else.
- 4.6 **How Much Time Do I Have to File My Complaint?** A complaint should be filed within three months from the date of the issue generating the complaint.
- 4.7 **How Long Does the Complaint Review Process Take?** We will acknowledge receipt of a formal complaint within 3 days from receiving the complaint form and supporting documentation and make an initial response in writing within 14 days. Sometimes a complaint process can take an extended period to complete, particularly if it is referred to legal or professional organisations for input or resolution. We commit to maintain communications with the complainant during this process.
- 4.8 **Why Are Some Complaints Closed?** All complaints are reviewed thoroughly, and each complaint is taken very seriously. Complaints may be closed without further action because there is not sufficient evidence to prove the issue or behaviours, or the violations have already been adequately addressed in another way or are in the process of correction. It is also possible that at the time the complaint is reviewed, the psychologist is no longer a member of Gateway Psychology Ltd. In other cases, some behaviours or decisions while upsetting for you, are not a clear violation of a specific standard of Gateway Psychology Ltd or Health Professional Council Ethics Code to which we subscribe.

5.0 CROSS REFERENCES WITH OTHER POLICIES, PROCESSES OR FORMS

5.1 Complaint Form

GA-FRM-001

CHANGE HISTORY

Details of Change	Date of Change	Issue Level
Draft issue	3/12/2013	0
Initial Issue	22/6/2014	1
Annual Review – no changes made	23/05/2015	2
Section 4.2 added	4/7/16	3
Annual Review – no changes made	24/1/18	4
Annual Review – no changes made	31/07/2019	5
Annual Review – no changes made	09/08/2021	6