



**Speech & Language Therapy
West Midlands Ltd.**

Feedback and Complaints Policy

Date of policy:	May 2024
Policy review date:	May 2025
Person/s responsible:	Company Directors

This policy is under regular review. Updates will be made to reflect developments in procedures and best practice



Speech & Language Therapy West Midlands Ltd.

Introduction

Speech and Language Therapy West Midlands Ltd believe that communication is a fundamental human right and we are committed to providing high quality speech and language therapy services to enable people to reach their potential and achieve functional communication skills. It is therefore important to listen to our service users, commissioning bodies and people who access our service to help us improve our services. This Feedback and Complaints Policy covers how we will process, respond to, and act on what people tell us about our services.

We want people to tell us if:

- they are very satisfied with the service they have received so that Speech and Language Therapy West Midlands Ltd staff can be told;
- they have a suggestion on how we might improve services;
- they are dissatisfied with any aspect of a service or
- we have fallen short of the standards we set ourselves in dealing with their complaint.

This policy is available on our website.

Policy brief and purpose

Feedback and effective complaints management is fundamental to the provision of quality services and provides a platform for obtaining feedback.

This policy explains what service users, commissioning bodies and people who access our service can expect from us.

It explains how we collect feedback, what a complaint is and how we will resolve it.



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Our aims

Speech and Language Therapy West Midlands Ltd aims to provide an excellent service to service users, commissioning bodies and people who access our service. However, on the rare occasion when a complaint is received, Speech and Language Therapy West Midlands Ltd has a robust process in place to respond to that concern.

Speech and Language Therapy West Midlands Ltd aims to offer a fair, effective and timely response to any complaint it may receive, and is committed to learning from the feedback it receives to help reform policies and procedures and develop the services it provides.

Speech and Language Therapy West Midlands Ltd will employ a range of feedback mechanisms to capture the views of people who access our service.

Speech and Language Therapy West Midlands Ltd aims to share feedback with staff so they can reflect on their practice and this forms part of their Continuing Professional Development (CPD).

Feedback

Speech and Language Therapy West Midlands Ltd values all feedback because it helps us to improve our services and to identify where improvements can be made.

Where possible, Speech and Language Therapy West Midlands Ltd encourages people who use our service to provide feedback directly to the therapist involved. This will give the therapist the opportunity to adjust to any concerns and is generally the best way to resolve an issue.



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Speech and Language Therapy West Midlands Ltd has a range of methods for collecting feedback which includes feedback forms, informal interviews and online surveys.

Feedback is overseen by the Directors.

A link to our feedback form can be found in the appendix of reports produced by Speech and Language Therapy West Midlands Ltd.

People can also fill in a feedback form at any time by contacting our Admin Team who will be able to send a relevant feedback form to complete info@saltwm.co.uk

A direct link to our feedback form is provided here

<https://forms.gle/99dK1EkHDz67yJ2L7>

Raising a concern or complaint

Speech and Language Therapy West Midlands Ltd works hard to provide excellent service. However, on the rare occasion when the service falls short of this, it is important that we have your concern or complaint in writing and sent to info@saltwm.co.uk

Our commitment to the complainant

- Speech and Language Therapy West Midlands Ltd will deal with all complaints fairly, confidentially and impartially.
- Speech and Language Therapy West Midlands Ltd will show transparency, openness and honesty and record every complaint it receives.
- The complainant will be provided with a copy of this complaints policy and all appropriate contact details so that they can submit their complaint correctly



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and fully understand how long it will take to deal with the complaint at each stage.

- Speech and Language Therapy West Midlands Ltd will acknowledge the receipt of the complaint within 3 working days
- Speech and Language Therapy West Midlands Ltd will respond in writing within 10 working days.

Our commitment to staff

In addition to above:

- If a Speech and Language Therapy West Midlands Ltd staff member is the subject of a concern or complaint, they will be informed within 3 working days.
- The staff member will be provided with a copy of this complaints policy and all appropriate contact details so that they can fully understand the process and timelines.
- Speech and Language Therapy West Midlands Ltd preference is to work with staff who are the subject of complaints or concerns in order to address any issues.

Complaint Investigation

The complaint will be managed by a company director. The complaint investigation will seek to establish the views of the parties and gather any other relevant information to fully investigate the complaint.

If it has not been possible to complete the investigation within the time frame, Speech and Language Therapy West Midlands Ltd will provide an Interim Report giving reasons for the delay and the likely timeframe for resolution.

At the end of the investigation, Speech and Language Therapy West Midlands Ltd will produce a report which provides a recommendation as to whether the complaint should be upheld fully, partially or not at all.



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The outcome of any investigation will be given to the complainant and staff member within 10 working days, giving appropriate details of appeals/escalation routes available if they are not happy with the response provided. If an appeal has not been lodged within 10 working days of receipt of the outcome, Speech and Language Therapy West Midlands Ltd will formally close the complaint.

Upheld Complaints

If a complaint is upheld, Speech and Language Therapy West Midlands Ltd will take appropriate action and/or make appropriate changes to their policies and procedures where needed.

Speech and Language Therapy West Midlands Ltd will respond to the complainant and staff member with a full account of decisions and any corrective actions where applicable

Speech and Language Therapy West Midlands Ltd will log, review and implement where relevant any:

- lessons learned
- recommendations
- findings

The complainant and staff member have the right to appeal/escalate any decision.

Not upheld complaints

If the complaint is not upheld, Speech and Language Therapy West Midlands Ltd will provide full reasons why, to the complainant and staff member.

The complainant and staff member have the right to appeal/escalate any decision.



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Fitness to Practice

When a concern or complaint raises a therapist's fitness to practice, the company director will commence the Fitness to Practice process (see Fitness to Practice Policy).

The director will be required to investigate and review the therapist's continued employment of Speech and Language Therapy West Midlands Ltd. This may be due to the seriousness of the complaint or concern or the number of concerns or complaints directed towards one member of staff.

Where there are safeguarding risks or Fitness to Practice implications, Speech and Language Therapy West Midlands Ltd will provide an immediate response to the complainant and notify the staff member. HCPC will also be notified. The Fitness to Practice review process is available in the Fitness to Practice Policy.

At all stages of a Fitness to Practice process, Speech and Language Therapy West Midlands Ltd may temporarily suspend a staff member or place conditions on their practice.

Appealing the Complaint

Speech and Language Therapy West Midlands Ltd has an internal Appeals Process in place in the event that a complaint cannot be resolved.

The Appeal must be initiated within 10 Days of receipt of the outcome of the initial complaint.

If either the complainant or the staff member is not satisfied with the outcome of the complaint and wishes to appeal the decision, Speech and Language Therapy West Midlands Ltd will instigate a new investigation.



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The new investigation will be completed by a different director, who will re-examine the complaint, how it was dealt with and whether the decision should be upheld (partially or wholly) or not upheld.

At the conclusion of the appeals process, a Completion of Procedures letter that details the outcome of the appeal will be sent to the complainant and staff member.

If following internal re-investigation, the complaint cannot be resolved or the complainant or staff member is dissatisfied with the outcome or the way Speech and Language Therapy West Midlands Ltd dealt with the complaint/appeal Speech and Language Therapy West Midlands Ltd will escalate the matter to HCPC.

The request for Escalation must be initiated within 10 Days of receipt of the Completion of Procedures letter.

The Escalation Process

On request for Escalation, Speech and Language Therapy West Midlands Ltd will refer the complaint to HCPC.