



Precious Hands
SEND Support & Therapies

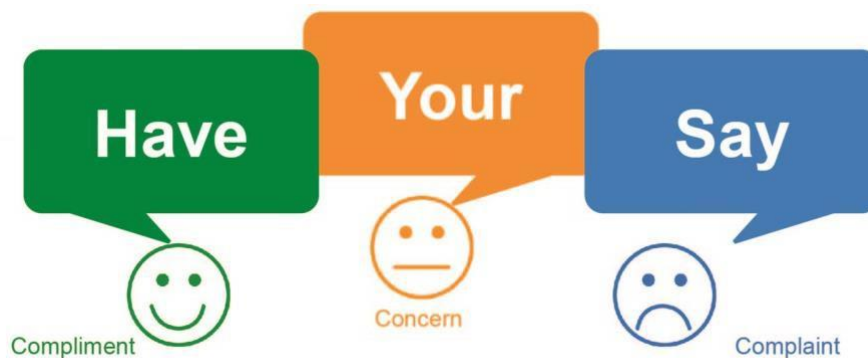
Complaints & Compliments

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Date: 23rd January 2025

Date of review: January 2026

www.precioushands-sendsupport.co.uk



How to give a compliment, raise concerns or make a complaint

Our passion is to deliver the highest quality of care for the children, young people and families we support, but we know that sometimes, things go wrong. We welcome any feedback – good or bad – about any aspect of your contact with us. We need to know if we are not getting things right for you and your family and equally, we like to know when we are.

Feedback helps to ensure that views, preferences, suggestions, and concerns are taken into account in the development of service and, where appropriate are acted upon.

This policy explains how you can let us know what you think.

If you are receiving a service from Precious Hands SEND Support & Therapies, we will routinely ask you to complete a feedback sheet or encourage you to complete a form, where you can share both compliments and any ideas for how we can improve our service.

If you feel that the service you or your child received fell short of your expectations or you have cause for concern, please let me know. We take all complaints very seriously, treat them confidentially, investigate each one individually, and will respond as quickly as possible. We acknowledge the importance of complaints and use them as an opportunity to listen, learn and get things right.

We aim to treat our clients with respect and consideration throughout the complaints process. We aim to:

- Listen carefully to your concerns.
- Deal with all complaints promptly and politely
- Respond in the most appropriate way to resolve the cause of the complaint.
- Learn from the complaints and use them to improve the quality of service.

Our Therapists

The Therapists/Practitioners who work for Precious Hands SEND Support & Therapies are all freelance/independent, who are paid on a sessional basis for what they do. Each practitioner follows the code of ethical standards of practice dictated by their therapeutic governing body, and we will follow their guidance in the work they do for us.

I don't want people to think I'm a trouble-maker or a grumbler...

We promise we won't. Your feedback is really important and is valued. We would like the opportunity to get things right for you and your family and we can only do this by knowing. No-one is discriminated against because they have made a complaint.

What if I have a concern?

You can raise a concern for yourself or on behalf of your child. If you complain on behalf of a friend or relative, you must have their consent to represent them.

Who should I discuss concerns with?

Concerns can often be addressed 'there and then' and initially we would like you to raise the concern directly with the therapist/practitioner. We understand that this can be difficult, but we promise to listen to your concerns and try to resolve your concerns to your satisfaction. However, you can contact Melanie Jones, owner, on precioushands.send@gmail.com

What if I need help to make a complaint or raise a concern?

We are committed to supporting those who need assistance in making a complaint. Please let us know and we can help for example by:

- Basing all communication over the telephone
- Providing someone from the team to write the complaint on your behalf
- Invite a friend/family member or another supportive person to assist in the complaints process
- Provide complaints process in a larger print

If you prefer to put your concerns in writing. What information do I need?

Please provide as much information as possible about the concerns you have to fully understand the nature and extend of your complaint. Please let us know how you would like your complaint to be resolved. For example, over the telephone, at a meeting or in writing, and the outcome you are hoping for.

Concerns can be emailed too;

precioushands.send@gmail.com

Confidentiality

Where possible all information will remain confidential, however, in exceptional circumstances, the circumstances giving rise to the complaint may be such that it may not be possible to maintain complete confidentiality. In this case, if at all possible, the situation will be explained to the complainant before confidentiality is breached.

How quickly will you respond to me?

If your complaint is in writing, we will respond within three working days of receiving your complaint to let you know we have received it. We will investigate the complaint and aim to respond to your concerns with 28 working days of receiving your complaint (if not quicker). We will do a fair investigation and make recommendations and take action where appropriate.

If you are not happy with the response

We always try to resolve concerns or complaints to the satisfaction of the people involved. If you are not happy with my response, you are able to contact the referrer for example, The Local Authority that referred your family to me in the first instance. We will provide all the necessary contact details. Each LA have their own concerns and complaints procedure which we would happily provide should that arise.

All therapists/practitioners are also registered with registering bodies such as PTUK and BAPT. Regulatory bodies that help ensure that high standards of proficiency and ethical practice is upheld. If your complaint relates to professional practice, you can also contact either body to raise a complaint and they will independently investigate the complaint following their professional conduct procedure. Their aim is to ensure that members address the poor practice that leads to complaints. If a complaint is upheld then, depending upon the seriousness of the issue, they can:

- advise a member on how they can improve their practice
- impose a requirement for specific changes or improvements in their practice
- withdraw or end their membership
- publish details of the complaint and any sanctions

Safeguarding

If a complaint makes a safeguarding allegation about a member of the team, we will follow our alternative process for managing such allegations outlined in the Safeguarding policy.

Compliments

Equally, we like to hear what we are getting right. Again, you can either tell us directly, email us at

precioushands.send@gmail.com

www.precioushands-sendsupport.co.uk

We record compliments relating to clients, referrers etc experiences of using our services. These are stored anonymously and are collated and monitored within the service. We do include these on our website too.

All compliments, concerns and complaints are fed back to individual practitioners and discussed with the person concerned. Lessons are learnt and discussed, and changes are made where appropriate.

Contact Details

Precious Hands SEND Support & Therapy
Room 2 New Court
The Steadings
Maisemore
Gloucester
GL2 8EY

precioushands.send@gmail.com

Complaints Form

Our passion is to deliver the highest quality of care for the children, young people and families we support, but we know that sometimes, things go wrong. We welcome any feedback – good or bad – about any aspect of your contact with the service. We need to know if we are not getting things right for you and your family and equally, we like to know when we are.

If you feel that the service you or your child received fell short of your expectations or you have cause for concern, please let me know. We take all complaints very seriously, treat them confidentially, investigate each one individually, and will respond as quickly as possible. We acknowledge the importance of complaints and use them as an opportunity to listen, learn and get things right.

Indicate your response below with an X.

This is a:	Complaint		Concern	
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Section 1: Your details

Personal details

First Name:	
Last Name:	
Postal address:	
Telephone number:	
Mobile number:	
Email address:	

Do you require an interpreter?

yes		no		If yes , which language?	
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Are you providing feedback on another person's behalf? (Indicate your response with an X)

no (<i>go to Section 4</i>)		yes	
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Section 2: Feedback made on another person's behalf

Please provide the following details about the person on whose behalf you are acting:

First Name:	
Last Name:	
Postal address:	
Telephone number:	
Mobile number:	
Email address:	

Please provide details of your relationship to the person on whose behalf you are acting:

Are you a legal representative for the person who received the service?

(e.g. parent of a child under 18 years or guardian – indicate your response with an X)

yes		no	
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If **yes**, please provide details:

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Does the person know you are making a complaint on their behalf? (Indicate your response with an X)

yes		no	
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If **no**, please provide the reason why:

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Are we able to speak with the person who received the service? (Indicate your response with an X)

yes		no	
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If **no**, please provide the reason why:

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Section 3: Other person's consent for feedback made on their behalf

If you are providing this feedback on another person's behalf, we require the consent of the other person to obtain and pass on personal information relevant to this feedback. Please provide evidence of this consent when submitting this form, e.g., signed consent (as provided below) from the person on whose behalf you are acting.

I, (insert name of person giving consent) give permission to (insert name of person receiving consent) to provide or collect relevant information on my behalf to assist with this complaint/compliment or feedback, as necessary.

Signature:		Date:	
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Section 4: Please provide details of the service that the feedback concerns

Name of the Therapeutic Worker	
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Section 5: Please state your concerns

Please provide details of your main concerns, including what events led to making the complaint, compliment or feedback, approximate dates and who was involved.

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Section 6: What action have you already taken in relation to this feedback?

Have you discussed your concerns with the person for assistance with these concerns? (Indicate your response with an X)

yes		no	
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If **yes**, with whom and what was the outcome

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Section 7: What outcomes would you like as a result of providing your feedback?

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Section 8: Declaration

Paragraph declaring information provided is true and correct.

Signature:		Date:	
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Thank you for taking the time to provide feedback about the service.

Compliments Form

Section 1: Your details

Personal details

First Name:	
Last Name:	
Postal address:	
Telephone number:	
Mobile number:	
Email address:	

Section 2: Details of your compliment. What has gone well?

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Section 3: Declaration

Declaring information provided is true and correct.

Signature:		Date:	
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Thank you for taking the time to provide feedback about the service.

Children/Young Person's Feedback

Our passion is to deliver the highest quality of care for the children, young people and families we support, but we know that sometimes, things go wrong.

If you would like to tell us something about Precious Hands SEND Support & Therapies that you are unhappy about, have an idea to make our service better or would like to us to think about changing, we want to hear what you have to say. You can tell us in a few different ways:

- On our website you can send us a message
www.precioushands-sendsupport.co.uk
- You can speak to your worker or another member of the team
- Email us precioushands.send@gmail.com

You don't have to put your name

We want to hear things like:

- What are we getting right?
- What are you unhappy about?
- What can we do different?
- Any ideas to make us better
- What would you change about the service?

Adults Feedback

Our passion is to deliver the highest quality of care for the children, young people and families we support, but we know that sometimes, things go wrong.

If you would like to tell us something about Precious Hands SEND Support & Therapies that you are unhappy about, have an idea to make our service better or would like to us to think about changing, we want to hear what you have to say. You can tell us in a few different ways:

On our website you can send us a message

- www.precioushands-sendsupport.co.uk
- You can speak to your worker or another member of the team
- Email us precioushands.send@gmail.com

Write to us

Precious Hands SEND Support & Therapies, Room 2 New Court
The Steadings
Maisemore
Gloucester
GL2 8EY

You don't have to put your name

We want to hear things like:

- What are we getting right?
- What are you unhappy about?
- What can we do different?
- Any ideas to make us better
- What would you change about the service

