

Complaints Procedure

For further information please visit our website: www.independenceworks.net

If you have a complaint or a concern:

If it is felt that we are not working to our professional standards, we need to be informed. This will help us to improve our standards and ensure that you experience only the best service in future.

- Please contact the OT in question initially to discuss the complaint, because it may be resolved at this stage.
- If the complaint cannot be resolved then please either call 0333 566 0014 or email admin@independenceworks.net, your complaint will be recorded and passed to a senior member of the panel to investigate.
- You will be sent a letter acknowledging receipt of your complaint within three working days, enclosing a copy of our complaints procedure.
- Your complaint will then be investigated and the occupational therapist/case manager in question spoken too.
- A senior member of the panel will then contact you to discuss and hopefully resolve your complaint. They will do this within 14 days of sending you the acknowledgement letter.
- Within three days of these discussions the representative from the panel will write to you to confirm the discussions which took place and the agreed solutions. You will have the opportunity to respond to the panel representative following this letter. If you do not wish to enter into any discussion with the panel member you will receive a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
- At this stage, if you are still not satisfied, you should contact the senior panel member again and an independent occupational therapist will review the action. This will be mutually agreed.
- We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If you are not satisfied, you can contact:
Health and Care Professions Council
Park House
184 Kennington Park Road
London
SE11 4BU
Tel: 0300 500 6184

If any of the time frames have to be changed you will be notified immediately.