

# Complaints Procedure

For further information please visit our website: [www.independenceworks.net](http://www.independenceworks.net)

## If you have a complaint or a concern:

If it's 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.

1. Initially please contact the occupational therapist/case manager (OT) in question to discuss the complaint, because it may be resolved at this stage.
2. If the complaint cannot be resolved, then please email [admin@independenceworks.net](mailto:admin@independenceworks.net) or call 0333 566 0014. Your complaint will be recorded and we will nominate an investigator (usually a senior panel member).
3. You will be sent a letter acknowledging receipt of your complaint within three working days, enclosing a copy of our complaints procedure.
4. Your complaint will then be investigated. The investigator will contact you to discuss your complaint within 14 days of receipt and speak to the OT. The investigator will present the outcome of their investigation and agreed solutions. A written summary will be provided within 14 days of the last discussions with you.
5. If you do not wish to enter into any discussion with the investigator you will receive a detailed written reply to your complaint, including suggestions for resolving the matter, sent within 21 days of your acknowledgment letter.
6. Hopefully your complaint will now be resolved.
7. At this stage, if you are still not satisfied, you should contact the investigator again and a director of Independence Works Ltd will review your complaint.
8. 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.

All Independence Works Ltd panel members are occupational therapists who are registered with and regulated by the Health and Care Professions Council (HCPC).

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.**