



COMPLAINTS PROCEDURE

Sensory Connections Ltd has an established procedure for complaint where any individual, having received a service from us, has been unhappy with the way that service has been provided.

Sensory Connections Ltd will ensure that written information is available to all users of its services which describe, in some detail, the procedure for expressing dissatisfaction.

Sensory Connections Ltd will ensure all complaints are resolved quickly and handled in a sensitive, thorough and non-biased manner.

Sensory Connections Ltd will maintain complete records of all complaints, detailing how complaints have been dealt with and the outcomes.

Introduction:

Sensory Connections Ltd is committed to providing a high standard of service, but recognises that sometimes the users of the service may not be happy with the way services have been provided. In these circumstances Service users will be given details of how to contact the partners' respective professional bodies.

However Sensory Connections Ltd has also established procedures to provide a forum for people wishing to complain.

Who May Complain?

Anyone who is receiving a service from Sensory Connections Ltd. Representations may be submitted on behalf of those receiving a service.

What Can Be Complained About?

Any aspect of the service provided by Sensory Connections Ltd. Should the matter not be the responsibility of Sensory Connections Ltd, then assistance should be offered to help the complainant to find the correct channel.

Time Limit for Complaints

The time limit is one year from the date on which the complainant became aware of the problem, unless there are genuine issues of vulnerability on behalf of the complainant, Sensory Connections Ltd believes there is still benefit to the complainant in proceeding or there is still sufficient information to enable a fair investigation to be carried out.



How should a complaint be made?

It may be expressed in writing or verbally and subsequently documented and agreed with the complainant.

Most complaints can be resolved by a discussion between the service user and Sensory Connections Ltd, with the referring Agency as appropriate. However it may sometimes be necessary to invoke the formal complaints procedure.

Formal Stage I:

An Independent Person is appointed to investigate the complaint and report back to Sensory Connections Ltd. The Independent Person's findings will be responded to within twenty-eight days. Should the Complainant not be satisfied, then he/she can request that the matter move on to the Second Formal Stage. This should be done within twenty-eight days of the completion of the First Stage.

Formal Stage II:

The complaint will be considered by a Panel meeting of three independent people.

The Complainant may be supported at the Panel Meeting by a person of his/her choosing, as may the person(s) against whom the complaint was made. The supporter may be a relative, friend or a professional and may make representations to the Panel. The Complainant may make written or verbal submissions to the Panel, as may the person against whom the complaint was made and the Independent Person from Formal Stage I.

The Panel will notify Sensory Connections Ltd and the Complainant of its decision in writing and advise the Complainant that Sensory Connections Ltd must consider its original decision in the light of the Panel's decision. Sensory Connections Ltd will re-consider its decision in the light of the Panel's findings, in conjunction with the Independent Person who was first appointed, if applicable, to decide what action should be taken in the light of those findings. Sensory Connections Ltd will notify the Complainant, the Panel and the Independent Person involved in the investigation stage, of the outcome of the re-consideration within five working days of the Panel's decision.



Appendix 1

You can also contact the organisations below if you have a complaint about our service:

HCPC

Fitness to Practice Department

Tel: 0800 328 4218,

Fax: 020 7582 4874

Email: ftp@hcpc-uk.org