



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

# Feedback and Complaints Policy

Date of policy:	May 2024
Last review date:	May 2025
Next policy review date:	May 2026
Person/s responsible:	Company Directors

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

## **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, autism and ADHD diagnostic 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 complaints.

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.

## **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).

### **Alignment with NHS Complaint Standards Framework**

This policy is aligned with the NHS Complaint Standards Framework's four principles:

1. Promoting a positive culture that welcomes and learns from feedback
2. Accessible and simple
3. Thorough and fair investigations
4. Giving fair and accountable responses

We continuously review our processes to ensure they meet these standards.

### **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.

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](mailto:info@saltwm.co.uk)

A direct link to our feedback form is provided here

<https://forms.gle/662GWNky77k9m3sc8>

### **Accessibility and Inclusivity**

We are committed to ensuring our feedback and complaints process is accessible to all. Feedback and complaints can be submitted in various formats to accommodate different needs:

- Written via email or letter
- Verbal which will be documented by staff
- In large print, audio format, or Braille upon request
- In different languages with translation services available
- Via assistive technology

Please inform us of any specific requirements you may have when providing feedback or making a complaint, and we will make reasonable adjustments to ensure you can fully participate in the process.

### **Support for Complainants**

We recognise that making a complaint can be challenging. The following support is available:

- Our staff can provide guidance on how to make a complaint
- Independent advocacy services can be arranged for vulnerable individuals or those who need additional support
- For NHS service users, details of NHS Complaints Advocacy services will be provided upon request
- The Patient Advice and Liaison Service (PALS) can offer advice and support for NHS-related complaints

Contact information for local advocacy services will be provided to complainants upon request.

### **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](mailto: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 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.

## **Duty of Candour**

Speech and Language Therapy West Midlands Ltd acknowledges and adheres to the statutory Duty of Candour requirements. When something goes wrong with a service user's care that appears to have caused or could lead to significant harm, we will:

- Inform the service user (or their advocate, family member, or carer) as soon as reasonably practicable
- Provide a truthful account of what happened
- Apologise
- Explain what steps we are taking to investigate
- Offer appropriate remedy or support
- Document all communication relating to the incident

This commitment to openness and transparency is embedded throughout our complaint handling process.

Please refer to our Duty of Candour Policy for further information.

## **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.

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.

## **Complaints which are not upheld**

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.

## **Learning and Service Improvement**

We view complaints as valuable opportunities for learning and improvement. We commit to:

- Regularly reviewing trends and themes in complaints
- Implementing action plans to address identified issues
- Sharing anonymised learning across the organization
- Involving service users in service improvement initiatives where appropriate
- Following up on implemented changes to ensure effectiveness

Staff will receive regular updates on improvements made as a result of complaint feedback.

## **Reporting and Governance**

Complaint data will be:

- Analysed quarterly to identify trends and areas for improvement
- Reported to the company's senior management team
- Used to inform our quality improvement plans
- Anonymised and included in annual reports
- Shared with commissioners where contractually required

Regular audits of our complaints handling process will be conducted to ensure compliance with this policy and identify opportunities for improvement.

## **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.

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.

### **Timeframes for External Escalation**

Following the 10-day window to initiate escalation to the HCPC after receipt of the Completion of Procedures letter, the HCPC will acknowledge receipt of the complaint within 5 working days. The HCPC investigation process typically takes 6-8 weeks, though complex cases may take longer. Speech and Language Therapy West Midlands Ltd will provide complainants with HCPC's current service standards at the time of escalation.

### **Parliamentary and Health Service Ombudsman (PHSO)**

If a complainant remains dissatisfied after the internal appeals process and HCPC review, they have the right to escalate their complaint to the Parliamentary and Health Service Ombudsman (PHSO). The PHSO provides an independent service to handle complaints about the NHS in England that have not been resolved locally.

Complainants must typically approach the PHSO within 12 months of becoming aware of the issue. The PHSO will first assess whether the complaint meets their criteria for investigation before proceeding.

Contact details for the PHSO:

- Telephone: 0345 015 4033
- Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

- Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

### **Record Keeping and Data Protection**

All complaints will be recorded and documentation retained in line with NHS data retention policies. Complaint records will be kept for 10 years from the date of completion of the complaints process. All personal information will be handled in accordance with the Data Protection Act 2018 and the UK GDPR.

Complainants have the right to access information held about their complaint in line with information governance legislation.

### **Equality Impact Assessment**

This policy has undergone an Equality Impact Assessment to ensure it does not disadvantage any protected characteristic groups under the Equality Act 2010. We are committed to treating all complainants fairly and equitably regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

### **NHS Contract Compliance**

Where Speech and Language Therapy West Midlands Ltd provides services under NHS contracts, we will comply with all specific complaint handling requirements stipulated in those contracts, including any reporting requirements and participation in quality review meetings.