

Complaint Information Leaflet

Making a Complaint

Please let us know if you have any complaints or concerns about the service you have received from the company or staff working for us. We operate a transparent complaints procedure.

We hope that most concerns can be managed easily and quickly when they arise with the person concerned. If your concern cannot be dealt with in this way and you wish to lodge a concern or make a formal complaint, we would like you to let us know as soon as possible so we can help you.

How to Complain

- You can complain or raise a concern in person to any staff member or speak to any staff member on the telephone.
- You can submit your concern or complaint in writing by post or email.
- You can ask someone to submit your concern or complaint on your behalf.


If you are raising a concern or complaint on behalf of someone else, it will not be possible for us to discuss the matter with you without the other person's consent. If so, we will provide you with a consent form.

If you are the other person's next of kin, in the case of a child, or have been legally appointed to manage health and welfare, you will not be asked to complete a consent form, but you may be asked to provide identification.

Krysalis Consultancy Ltd	
Telephone	01722 466117
Written communication	Krysalis Consultancy Ltd 36 North Street Wilton Salisbury SP2 0HJ
Email	enquiries@krysalisconsultancy.co.uk
Website	https://www.krysalisconsultancy.co.uk

 01722 466117

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 www.krysalisconsultancy.co.uk

The Complaints Process

Our complaints process ensures we settle any complaints as quickly as possible.

Stage one - starting the investigation

Receiving a written complaint is essential so we can read the information you have provided to ensure we understand the key issues and how these issues have affected you or the other person.

Stage one – starting the investigation

We will:

Register the concern or complaint.
Check our understanding.
Contact you to discuss our plans for the investigation in more detail.
Provide you with the name of the investigating officer.

We will then let you know:

Exactly what we will look at.
How we will gather the information we need.
How long will the investigation take if we cannot follow the defined process.

By the end of stage one, you will know:

- precisely what we will investigate and how we plan to do that.
- how long things will take.
- how we will keep you updated during the investigation.

Stage two - gathering and evaluating information

The investigation will seek to understand what has happened and, if appropriate, identify measures to prevent a reoccurrence.

Stage two – gathering and evaluating information

We will:

Gather all the information we need to cover the issues fully.
Review relevant documentation.
Consider the evidence.
Evaluate the evidence: what should have happened, what did happen, what was the impact and what needs to be put right.

By the end of stage two, you will know:

- the actions we have taken to investigate.
- what information we have gathered and what it tells us
- the outcomes of the investigation.

Stage three - explaining the outcome

The investigation will culminate in an explanation of the findings.

Stage three – explaining the outcome

We will explain:

What happened.
What should have happened.
Our interpretation of the investigation findings.
What action has been taken in response to the investigation.

By the end of stage three, you will know if we:

- fully uphold your complaint: we agree that mistakes were made, and you received poor service.
- partly uphold your complaint: we did some things wrong, but not everything you complained about.
- don't uphold your complaint: we found we acted correctly in the first place.

Stage four - communicating our decision

The investigation aims to achieve a complete resolution.

Stage four – communicating our decision

We will:

Offer you a meeting to discuss the findings of the investigation.

Await a written response from you regarding the outcome of the investigation.

By the end of stage four, you will:

- know our final decision on your complaint.
- understand how we came to the decision.

If we do not receive a response from you within five working days of the response letter being sent to you, we will assume that you are happy with the outcome of the investigation, and we will close the complaint.

Stage five - communicating our final decision

Supporting you if you remain dissatisfied.

Stage five – communicating our final decision

We will:

Arrange for the investigation to be reviewed by a senior leadership team member.

Offer you a meeting to discuss the investigation findings with a senior leadership team member.

By the end of stage four, you will know:

- if the outcome of the investigation was upheld or reviewed.
- where to seek further advice if you remain dissatisfied.

Helpful Advice

Submitting a Complaint

The following guidelines may be helpful when contacting us.

You will be asked to submit your concern or complaint in writing. The investigation will address the factors you have outlined, so take time to formulate your thoughts when writing to us. Any matters raised later will require a separate investigation.

Sharing the following information will ensure our investigation is comprehensive.

- Use names and titles of staff if you know them.
- If you are describing a series of events, write them in the order they happened, with dates and times if possible.
- Report the events and conversations you refer to in your complaint as accurately as possible.
- Be concise and straightforward to help us understand your concerns and frustrations.
- Clearly outline from your perspective what would bring about a resolution.

Seeking independent advice about your complaint

If you feel you would like to obtain independent advice, or if your complaint was not resolved to your satisfaction, you may wish to seek advice from an external body or an advocacy service. Services cannot be recommended, but the following organisations can offer support or further advice.

Action for Advocacy

Telephone	02079 214295
Written communication	Action for Advocacy The Oasis Centre 75 Westminster Bridge Road London SE1 7HS
Email	info@actionforadvocacy.org.uk
Website	https://www.actionforadvocacy.org.uk

Citizen's Advice

Telephone	03454 040506
Website	https://www.citizensadvice.org.uk

Local Government Ombudsman

Telephone	03000 610 614
Written communication	The Local Government Ombudsman PO Box 4771 Coventry CV4 0EH
Website	https://www.lgo.org.uk

The Health Care and Professions Council (HCPC) regulate all occupational therapists.

Health Care Professionals Council (HCPC)

Telephone	03005 006 184
Written communication	Health and Care Professions Council, Park House 184 Kennington Park Road London SE11 4BU
Website	https://www.hpc-uk.org