

Complaints Policy



bOunceT aims to provide an excellent service to all. If we fail to do this we want to know about it. This will enable us not only to deal with the specific problem, but also avoid it happening again. Our complaints policy sets out how individuals can take up matters about the service they have received from us where they believe it has been unsatisfactory.

Who to Contact

We ask that you contact the on of the leadership staff at bOunceT depending on the nature of the complaint:

Complaints regarding sessions, staff behaviour and general issues relating to service.

Contact Callum MacKinnon (Occupational Therapy Lead)

Email:

Callum@bouncet.com

Phone:

07415 323683

Write to Callum:

FAO: Callum MacKinnon, bOunceT office, STEP, John Player Building
Stirling Enterprise Park, Stirling, FK7 7RP

Complaints about Callum or the Leadership Team (Business Complaints)

You can initially contact any staff or volunteer to immediately contact one of the Board of Directors. Alternatively, you can also email (below) and state COMPLAINT in the title. Also, you can speak to our Play Coordinator on the number below.

Email:

boardofdirectors@bouncet.com

Phone:

Play Coordinator - 07746 793635

**Complaints about Occupational
Therapist or Therapy staff
(Clinical Practice Concern)**

Please contact HCPC (Health Care Professions Council)
<http://www.hcpc-uk.co.uk/concerns/raising-concerns/>

It is useful for us to understand, as clearly as possible: the nature of your complaint; what happened, when it happened, who dealt with you, and what you think may help to rectify the issue. bOunceT sets out to ensure that there was no distress or inconvenience caused as a result of business operations.

We have Complaint Forms and Feedback Forms on our display board for any person to easily access, complete and return it to us.

Resolution of a complaint may include: repeat service at no extra cost; a reduction in the price; remedial work by another trader.

What Happens Next?

(Business Concerns)

We will respond to your complaint within 10 working days with a written response. We aim to resolve the issue amicably. If resolution cannot be reached jointly, we will send the complaint onto the board and will aim to get back to you within 15 working days. Should resolution of this complaint not be closed then we will seek a third party for advice. If complainant is still unhappy then third party should be advised such as an Ombudsman service.

A customer can take a complaint to the Ombudsman Services if the organisation that the complaint is about is signed up to Ombudsman Services schemes.

For further details about which ombudsman is best to refer to, visit the following link:

www.which.co.uk/consumer-rights/advice/when-to-take-a-complaint-to-the-ombudsman

(Clinical Practice Concerns)

If a client is not satisfied with the resolution(s) offered then they should be directed to either the HCPC (for clinical issues).

The HCPC is the only statutory body in Britain established to regulate professional education and conduct, and to cancel registration in cases of misconduct. The HCPC website has a public area which outlines the procedure for the consumer if they have a clinical concern to raise. The final stage of your complaints procedure should be to direct your client to the HCPC, if a satisfactory resolution has not been reached and they wish to take further action.

Date for Board to next review policy: August 2021

Callum Mackinnon

Signed: _____

Callum Mackinnon

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(Person with significant control on behalf of bOunceT
Board of Directors)