

Complaints Policy



BounceOT 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

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

Eliza Grier (Service Manager)

Email:

eliza@bouncet.com

Phone:

01786 643535

Write to Eliza:

FAO: Eliza Grier
Office 113
John Player Building
Stirling Enterprise Park
Stirling
FK7 7RP

Complaints about Eliza and/or for your complaint to be directed to the Board of Directors (Business Complaints)

If your complaint is 'business related' and not 'clinical'* and/or if you would like to be directed onto the Board of Directors, you can contact Founder & Executive Director (Callum MacKinnon) who will support you, then pass the complaint to the other Directors during the next Board meeting

Email:

callum@bouncet.com

Phone: Office: 01786 643535 / Mobile: 07415 323683

**'Clinical' refers to the specific interventions delivered by certified Play Leaders and/or registered Occupational Therapists - see next page for how to express concerns about clinical practice*

**Complaints about Occupational
Therapist (OT)
(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. BounceOT sets out to ensure that there is no distress or inconvenience caused as a result of business operations.

Resolution of a complaint may include: repeat service at no extra cost; a reduction in the price; change of practice by staff.

What Happens Next?

(Business Concerns)

We will respond to your complaint within 5 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 *[unless you have contacted Callum MacKinnon direct and/or have requested for the complaint to be reviewed by the Board of Directors]* and will aim to get back to you within 10 working days. If this will take longer (due to a delay in our Board of Directors meeting) we will keep you updated with our progress. Should resolution of this complaint not be closed then we will seek a third party for advice. If you are still unhappy then you can take a complaint to the Ombudsman Services. 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 you are not satisfied with the resolution(s) offered by us then all clinical practice complaints should be directed to the Health & Care Professions Council (HCPC).

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 any consumer if they have a clinical concern to raise.

Date for Board to next review policy: March 2024

Signed: Callum MacKinnon

Callum Mackinnon

(Person with Significant Control - PSC - on behalf of
the organisations Board of Directors)