

# **Liminal Space Psychology Service Compliments and Complaints Policy and Procedure**

## **1 Aim**

Liminal Space Psychology Service is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which I can continue to improve the service is by listening and responding to the views of our clients and stakeholders, and in particular by responding positively to complaints, and by putting any errors right.

Therefore, I aim to ensure that:

- Making a compliment or complaint is as easy as possible
- I welcome compliments, feedback and suggestions
- I treat a complaint as a clear expression of dissatisfaction with my service, which calls for an immediate response
- I deal with it promptly, politely and, when appropriate, confidentially
- I respond in the right way - for example, with an explanation, or an apology where I have got things wrong, or information on any action taken etc.
- I learn from complaints, use them to improve my service, and review annually my complaints policy and procedures

I recognise that many concerns will be raised informally, and dealt with quickly.

My aims are to:

- Resolve informal concerns quickly
- Enable mediation between the complainant and myself

This policy ensures that I welcome compliments and provide guidelines for dealing with complaints from members of the public about my services, facilities and volunteers.

## **2. Definitions**

A compliment is an expression of satisfaction about the standard of service I provide.

A complaint is defined as any expression of dissatisfaction, however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. I will be able to identify an “expression of dissatisfaction” even when the word “complain” or “complaint” is not used.

### **3. Purpose**

I am always glad and grateful to hear from people who are satisfied with the services I offer. All compliments are recorded and acknowledged.

### **4. Complaints**

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

### **5. Responsibilities**

Liminal Space Psychology Service responsibility will be to:

- Acknowledge the formal complaint in writing;
- Respond within a stated period of time;
- Deal reasonably and sensitively with the complaint; and
- Take action where appropriate.

A complainant's responsibility is to:

- Bring their complaint, in writing, to Liminal Space Psychology Service's attention normally within 8 weeks of the issue arising;
- Explain the problem as clearly and as fully as possible, including any action taken to date;
- Allow Liminal Space Psychology Service a reasonable time to deal with the matter, and
- Recognise that some circumstances may be beyond Liminal Space Psychology Service's control.

#### **Contact details**

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## **6. Confidentiality:**

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Liminal Space Psychology Service maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

## **7. Complaints Procedure:**

Written records must be made by Liminal Space Psychology Service at each stage of the procedure.

### **Stage 1**

In the first instance, Liminal Space Psychology Service must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

### **Stage 2**

If the complaint cannot be resolved informally, complainant should be advised that a formal complaint may be made and the following procedure should be explained to them:

- a) A formal complaint can be made either verbally or in writing (via letter or email). If the complaint is provided verbally, a written statement will be taken and Liminal Space will seek further advice from a third party in addressing the complaint.
- b) If the complaint cannot be resolved, the complainant can contact the Health Care Practitioners Council (HCPC) with whom I am registered  
<https://www.hcpc-uk.org/concerns/raising-concerns/>
- c) If the complaint concerns data protection the complainant has the right to lodge a complaint with the UK data protection regulator, the Information Commissioner's Office ("ICO"). Contact details are below:  
First Contact Team, Information Commissioner's House, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Tel: 0303 123 1113.  
For further information on your rights and how to complain to the ICO, please refer to the ICO website <https://ico.org.uk/concerns>