

## **WPF Therapy - Complaints and Compliments**

### **Clinical Services**

#### Our commitment

WPF Therapy's mission includes providing accessible, high quality psychotherapy. We aim to offer timely and helpful services to our clients. If we fall short of the standards you expect, we strive to understand what went wrong and wherever possible we take steps to improve. We also want to know more about what works well, and to share the learning with our staff.

If you are unhappy about the service you have received from us – or if you have concerns about any other experience with us – you can make a complaint or a suggestion about how we could do better.

#### Who can complain and third parties

A complaint can be made by anyone directly affected by WPF Therapy's actions or decisions, in most cases this will mean a client.

WPF Therapy does not accept complaints brought by third parties. Exceptionally, WPF may be willing to look at a matter raised by a third party.

#### Compliments and other feedback

We welcome feedback that helps us to improve our services, including compliments which identify good practice to share with our staff.

#### Confidentiality

All complaints will be followed up and investigated. This means involving relevant staff and managers at WPF Therapy. We will only share personal information with those members of staff who need to know in order to undertake our inquiry and bring it to a conclusion.

#### Managing complaints

We aim to resolve complaints as quickly as possible and we take all complaints seriously, recognising that complaining is not an easy thing to do. We recognise that most complaints can be resolved informally, and may involve an explanation or a simple apology. More serious complaints or those that are not so easily satisfied may require the involvement of a senior manager and may take longer to resolve.

#### How to make a complaint

- It is always best to make a complaint as soon as possible, and not more than 12 months after the incident giving rise to your complaint.
- The best way to make a complaint is to speak to a member of staff about your concern. Misunderstandings and frustrations are best dealt with by raising concerns with the staff directly involved at an early and informal stage.

- Where this is not possible, clients of our Clinical Services should arrange to speak to one of our Clinical Services Managers.
- It is also possible to make a complaint in writing, if this is preferred, although complaints in writing may take longer to resolve.
- In each case, managers will investigate your concerns and get back to you.
- If you are still unhappy, your complaint is unresolved and you wish to take it further, you can make a formal complaint. This must be made in writing to WPF Therapy's Chief Executive Officer, who will arrange an investigation of your complaint and the steps that have been taken to resolve it.
- We will contact you within three days of receiving your formal complaint to acknowledge it and state how we plan to address it.
- It is important that you state clearly what you want to happen as a result of your complaint. For example, you may want an apology, someone to explain what has happened or to hear about changes we will make to ensure that the same thing does not happen again.
- If you are not happy with the Chief Executive Officer's response, s/he will inform you of further steps you can take. This may include contacting the charity's Chair of Trustees or one of the external bodies which accredits our services, depending on the nature of the complaint.

#### Whom to contact to make a complaint

##### *Clinical Services Managers:*

Elton Jackson, Clinical Services Lead Manager  
Louise Peat, Clinical Operations Manager

[therapy@wpf.org.uk](mailto:therapy@wpf.org.uk)

##### *For Formal Complaints*

[ceo@wpf.org.uk](mailto:ceo@wpf.org.uk)

NB formal complaints should be made in writing and not before informal complaints procedures have been followed