**Cambridge Art Therapy**

**Complaints Procedure**

Definition of ‘a complaint’: *an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by CAT, its staff or CAT Art Therapists/Practitioners*.

All CAT therapists are members of the British Association of Art Therapists (BAAT), and our aim is at all times to provide best practice in art therapy, and to abide by the BAAT Code of Ethics.

This policy and associated procedures seeks to create a positive approach to complaints. We value complaints as a means to continuously review and improve the services offered by CAT.

Our aim is to ensure that complaints are addressed swiftly and effectively for all concerned.

If a client feels dissatisfied with service, we hope that they will raise the issue with us as soon as possible, so that we can resolve it. But in the event of continuing concerns that are not resolved through CAT, our statutory regulator is the Health and Care Professions Council (HCPC http://www.hcpc-uk.co.uk/) where clients can access free and impartial advice. All CAT Art therapists are all registered with the Health Care Professions Council (HCPC).

**Complaints procedure**

If you have a concern or complaint:

**Stage 1: Resolving the complaint informally**

In the first instance please raise your concern with your/your child’s Art Therapist. You can do this orally/ in person, by telephone, or by e-mail. Your Art Therapist will endeavor to address it as quickly as possible and within 10 working days. If, for any reason it is not possible to meet this timescale you will be kept informed.

It is envisaged that the vast majority of complaints will be resolved at this stage by the recipient of the complaint. The substance of your complaint, actions taken and its resolution will be recorded by the Art Therapist.

**Stage 2: Formal complaint to CAT**

If your complaint is not addressed to your satisfaction by your Art Therapist, please raise it with the CAT service in writing, either using the following email address: Email address for CAT: [info@cambridgearttherapy.co.uk](mailto:info@cambridgearttherapy.co.uk)

Another member of the CAT team will contact you to investigate and mediate a satisfactory response. You should receive a response within 10 working days. If, for any reason it is not possible to meet this timescale you will be kept informed. The substance of your complaint, actions taken and its resolution will be recorded by the CAT Team member.

**Stage 3: Formal complaint to commissioning organisation**

If the above stages have not achieved resolution of your concerns, ***and if CAT has been commissioned by another organisation*** you may raise your complaint by writing to the commissioning organisation, heading up your communication ‘formal complaint’. The organisation will apply their own complaints procedure to investigate and resolve your complaint.

**Stage 4: Formal complaint to HCPC**

If you remain dissatisfied with all above responses to your concerns you may wish to contact the Health and Care Professions Council (http://www.hcpc-uk.co.uk/) to access free and impartial advice.

All complaints will be acknowledged in writing within 5 working days of receipt setting out who will be responsible for handling the complaint and stating the date by which a response can be expected.

**Throughout the process the complainant:**

* Will have confidentiality (but if an investigation cannot proceed or be fairly conducted without the complainant being identified, the complainant will be given the option whether or not to proceed)
* Will be kept informed of the progress of their complaints
* Will receive an apology if a complaint is upheld
* Will be informed of any changes to CAT policy or procedures arising from a complaint
* (As far as the confidentiality of others allows) will be kept informed of other actions taken to rectify matters

**Monitoring, Evaluation and Reporting**

CAT will:

* Ensure your complaint progresses through each stage in accordance with the procedure
* Seek to ensure that satisfactory progress is made in resolve your complaint as soon as practicable
* Keep data in accordance with the monitoring requirements of this procedure and within Data Protection regulations.

CAT will keep a record of:

* Dates complaint received and acknowledged
* Date complaint responded to
* Stage of procedure when complaint resolved

Type of complaint according to the following categories:

* Art Therapist/Practitioner behaviour
* Standard of service
* Failure to provide a service
* Inadequate information

CAT will assess the outcomes of the complaint to determine whether any changes in policies, procedures or working practices are appropriate. Regular reporting and assessing will ensure CAT uphold the principles of professional practice.