



ND Kids Occupational Therapy and Consulting
Complaints Policy

Introduction

This Complaints Policy outlines how we will manage concerns or complaints. We are committed to providing a high standard of care and receiving feedback to learn and develop. If you are unhappy with any part of the service, we encourage you to raise your concerns so they can be addressed promptly and appropriately.

Who Can Complain?

Complaints can be made by:

- A parent or legal guardian of a child receiving services.
- The child, where appropriate (depending on age and understanding).
- Another representative acting on behalf of the child or parent, with consent.
- A school or local authority who are commissioning the services.
- A therapist receiving clinical supervision.

How to Make a Complaint

Please email your complaint to the following address:

enquiry@ndkids.co.uk

If you make the complaint verbally we will summarise your complaint as we understand it and email you a copy of this for you to verify.

Please include:

- Your name and contact details.
- The nature of the complaint (with dates and any relevant information).
- How you would like the complaint to be resolved.

Complaints Procedure

- **Acknowledgement:** Your complaint will be acknowledged within **5 working days**.
- **Investigation:** We will investigate the matter thoroughly and objectively.
- **Response:** A formal response will be provided within **20 working days** of acknowledgement. If more time is needed, we will inform you of the delay and expected resolution timeframe.
- **Outcome:** The response will outline findings and any steps taken or proposed to resolve the issue.

Confidentiality

All complaints are handled with the highest level of confidentiality in accordance with **UK GDPR** and **Data Protection Act 2018**. Information will only be shared on a need-to-know basis.

Escalation and External Complaints

If you are dissatisfied with the outcome and your complaint concerns Occupational Therapy services provided by Faith Newton, you may escalate your complaint to:

Health and Care Professions Council (HCPC)

<https://www.hcpc-uk.org/concerns/raising-concerns/public/>

ftp@hcpc-uk.org

020 7840 9814

The HCPC investigates concerns about professional misconduct, fitness to practise, or breaches of standards.

If you are dissatisfied with the outcome and your complaint concerns services provided by Benjamin Newton, you may escalate your complaint to:

International Coaching Federation

<https://coachingfederation.org/credentialing/coaching-ethics/complaints/>

British Psychological Society

<https://www.bps.org.uk/submitting-complaint> via the Complaints about a Member Tab.

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