

Play Therapy Services

Complaints Policy



Play Therapy Services

Complaints about a therapist can be made through the complaints form found on the services website

or by raising the complaint verbally or in writing to Carol Platteuw. This is considered as **Stage 1** of the complaints procedure. Any complaint about a therapist will aim to be dealt with verbally as and when they arise by Carol. A verbal or written acknowledgement of the complaint will be made within 2 working days with a request for further information if needed. An initial written response detailing any action taken will be sent to the complainant within 10 working days.

A Record of Complaint form will be completed and this record and associated literature will be securely stored together as well as individual complaints being part of the relevant client files.

If the matter is not satisfactorily resolved, then the complaint will move to **Stage 2** and arbitration will be offered through an independent experienced retired play therapist Mary Corrigan. A Record of Complaint form will be completed, a meeting will be set up to discuss the matter and this record and associated literature will be stored together as well as individual complaints being part of the relevant client files.

If after Stage 2 has been explored and the matter is still not resolved to the satisfaction of the child or family, then the complaint will be forwarded to the therapists relevant body

British Association of Play Therapists

info@bapt.uk.com 01932 828638 further information is on the website www.bapt.info

British Association of Drama Therapists

franfleming@badth.org.uk 07923 299453 further information is on the website www.badth.org.uk

Social Work England

0808 1962274 Further information is on the website www.socialworkengland.org.uk

Complaints can also be sent to OFSTED Enquiries@ofsted.gov.uk Their address is **OFSTED, National Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD** telephone number 0300 123 1231

Information about this complaints procedure will be given to parents at the outset of work.

June 2023

Play Therapy Services
1 Beacon Mews, South Road, Weybridge, Surrey KT13 9DZ
01932 829587



COMPLAINTS FORM

PLEASE COMPLETE THE SECTIONS BELOW AND RETURN TO info@plavtherapyservices.co.uk A verbal or written acknowledgement of the complaint will be made within 2 working days with a request for further information if needed. We take complaints very seriously and hope to be able to resolve them swiftly.

Your name and contact details:

The therapists name:

Details of the service the therapist is providing:

Please provide details of your complaint:

Thank you