



Expat Therapy Hub Complaint Management Process

Receiving and acting on a client complaint

The purpose of this policy is for clients who use services, or others acting on their behalf, to be assured that:

- their comments and feedback are listened to and acted on effectively.
- they will not be discriminated against for raising a complaint.

The aim of this policy and accompanying procedures is that a complaint raised made by clients or their relatives is listened to and acted upon effectively by:

- having systems in place to deal with comments and complaints, including providing clients who use our services with information about that system.
- supporting clients who use our services and their nominated representatives to make comments or complaints.
- considering complaints fully, responding appropriately, and resolving, where possible, any comments or points of feedback.

Our ultimate objective is to give our clients the highest possible standard of service and we try to deal with any complaint as quickly as possible.

Clients are asked that in the event of any feedback or matter they wish to discuss that this is forwarded to the management team by emailing: support@expattherapyhub.com

We shall acknowledge complaints within 5 working days and aim to have considered the complaint within 10 working days of the date when it was raised, or explain why not and provide an estimate of when we will respond.

We shall offer an explanation, or a meeting as appropriate. If there are any delays in this process, we will keep the client informed.

When we consider a complaint, we shall aim to:

- Find out what happened and what went wrong.
- Make it possible for the complainant to discuss the problem with those concerned.
- Make sure the complainant receives an apology where appropriate.
- Identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation the response and resolution will be discussed with the client in detail, either in person or in writing.

Complaining on behalf of someone else

If the complaint is received on behalf of someone else the rules of client confidentiality will be kept.

A note signed by the person concerned will be needed unless they are incapable (because of illness) of providing this to allow the issue to be investigated.

Our Expat Therapy Hub complaint process has 2 key stages:

Stage 1- Local resolution

All complaints, whether written or verbal, are documented either by Expat Therapy Hub. If the member of staff is not capable of resolving the complaint, written details are passed onto the management team. Staff will always escalate a complaint if it meets the criteria set by the Directors.

Stage 2- Appeal to Expat Therapy Hub Management

The preferred outcome is local resolution of a complaint. However if the complainant is dissatisfied after the initial response, they may direct their complaint to the Expat Therapy Hub Management Team.

Payments and refunds

In some cases, it may be appropriate to waive fees or offer a refund. This must be authorised by the management team. If a complainant indicates their intent to start litigation, then a compensation payment is not appropriate.

Complaints of a clinical nature

The management team will inform the contracted Mental Health Expert (therapist or nurse) of a clinical or serious complaint made against a contracted Mental Health Expert (therapist or nurse), by a client. Similarly, the Expat Therapy Hub Mental Health Expert (therapist or nurse) should always inform the management team of any complaints made against them.

If the complaint is about Administrative Staff, then the staff member concerned must follow the procedure and inform the Management Team.

Accessibility of Comments and Complaints Policy

The Management Team & all other Staff will make the Complaints Policy accessible to clients and relatives:

- (a) A copy of this Complaints Policy is available on our website www.expattherapyhub.com
- (b) Staff will provide help to any patient or relative of any client who wishes to make a complaint.
- (c) A copy of the Complaints Policy will be provided to any client or client's relative on request.

Staff Training on Complaints Management

All staff employed by Expat Therapy Hub will receive a copy of the Complaints Policy.

Definition of a Complaint

- A complaint is an oral or written expression of dissatisfaction about any matter reasonably connected with the services provided by a member of the administrative staff and Expat Therapy Hub Directors.
- All complaints, either written or made orally, are registered in our complaints register.
- A complaint which is resolved within will be marked 'closed' or 'resolved' on the Complaints Register.
- If we report that a complaint has been made and don't hear back from the complainant within 10 working days, we will consider the matter resolved.

Timescales for Handling and Investigating Complaints

All complaints will receive oral or written acknowledgement within 5 working days of receipt.

If attempts to contact the complainant orally or in writing to ascertain more detail are unsuccessful or we receive no reply to our written acknowledgement we will deem the matter resolved after 10 working days.

If full resolution is not possible within 10 working days, we will email the complainant explaining the reason for the delay and every reasonable effort will be made to send a full response within 20 working days of the original date of complaint.

Notification of Outcome of Complaint

Complainants will be notified of the outcome of their complaint and any actions taken as a result of the complaint immediately upon conclusion of the process and, as far as reasonably possible, within the timescales given above.

Complaints Register

A register will be kept of complaints containing the following information:

- (a) Date of complaint
- (b) Name of complainant
- (c) Nature of complaint and details of Expat Therapy Hub staff or contracted therapists/Mental Health Nurses involved
- (d) Action taken to investigate the complaint
- (e) Outcome and action taken as a result of the complaint
- (f) Date of full response to complainant

Records of Complaints

All correspondence relating to a complaint will be kept for 5 years.

A register will be kept of all complaints including appropriate details, including outcome.

Complaints will be reported to the Expat Therapy Hub Management Team. the report will detail the nature and outcomes of complaints. The Expat Therapy Hub Management Team will be made aware of:

- (a) Number of complaints received
- (b) Nature of complaints and details of staff involved
- (c) Resolutions of complaints
- (d) Actions taken in response to complaints
- (e) Details of any complaints in respect of which litigation has been threatened or which have progressed to litigation or hearings.