

Chroma Therapies Ltd

Complaints Policy

This Policy is dated:	1 st November 2021
This Policy was approved on:	11 th January 2022
This Policy is due for review on:	10 th January 2023
Responsible Person:	Daniel Thomas, Managing Director

1. Definitions

1.1 In this Complaints Policy the following expressions have the following meanings:

“Appeal”	means your request to escalate a Complaint from Level One to Level Two if you are not satisfied with the outcome at Level One;
“Appeal Handler”	means an employee of CHROMA working at Director level who will handle Level Two Complaints;
“Business Day”	means, any day (other than Saturday or Sunday) on which ordinary businesses are open for their full range of normal business;
“Complaint”	means a complaint about the services provided by CHROMA, about our customer service, or about our employees or subcontractors;
“Complaint Handler”	means an employee of CHROMA working at Senior Management level who will handle Level One Complaints;
“Complaints Policy”	means this document;

“Complaints Procedure”	means the internal complaints handling procedure of CHROMA which is followed when handling a Complaint as described in section 5 below;
“Complaint Reference”	means a unique code assigned to your Complaint that will be used to track your Complaint;
“External Resolution”	means the referral of your Complaint to an external body or organisation for resolution if you are not satisfied with the outcome at Level Two;
“Level One”	means the first stage in our complaints handling procedure under which your Complaint will be handled by a Complaint Handler; and
“Level Two”	means the second stage in our complaints handling procedure under which you may appeal the outcome of a Level One Complaint. Your Complaint will be handled by an Appeal Handler.

2. **Purpose of this Complaints Policy**

- 2.1 CHROMA welcomes and encourages feedback of all kinds from our customers. If you have a Complaint, Feedback or are just not happy about our therapy services, our customer service, or about our employees or subcontractors, not only do we want to resolve it to your satisfaction but we also want to learn from it in order to improve our business, commissioner and client experience in the future.
- 2.2 It is our policy to resolve Complaints quickly and fairly, where possible without recourse to formal investigations or external bodies. In particular, the aims of this Complaints Policy are:
 - 2.2.1 To provide a clear and fair procedure for anyone who wishes to make a Complaint about CHROMA, our services, our customer service, or about our employees or subcontractors;

- 2.2.2 To ensure that everyone working for or with CHROMA knows how to handle Complaints made by our commissioners and clients;
- 2.2.3 To ensure that all Complaints are handled equally and in a fair and timely fashion;
- 2.2.4 To ensure that important information is gathered from Complaints and appropriate action is taken where deficiencies are identified.
- 2.2.5 CHROMA has created a simplified version of this policy, which can be read on our Statement of Purpose. Further accessible versions will be developed and made available.
- 2.2.6 To ensure everyone can make a Complaint or let us know when they are unhappy about something, CHROMA's Complaints policy (full version and simplified user friendly versions) will be available in a number of formats and locations. These include on our website's Children's Information Page, in our Parent Pack, in our Children's Guide to Therapy.

3. What this Complaints Policy Covers

- 3.1 This Complaints Policy applies to the provision of services by CHROMA, to our customers and to our employees and subcontractors.
- 3.2 For the purposes of this Complaints Policy, any reference to CHROMA also includes our employees and subcontractors.
- 3.3 Complaints may relate to any of our activities and may include (but not be limited to):
 - 3.3.1 The quality of service you have received from CHROMA;
 - 3.3.2 The behaviour and/or professional competence of our employees or subcontractors – our therapists;
 - 3.3.3 You may have a complaint about our Registered Manager
 - 3.3.4 Delays, or other problems associated with the delivery of our services;
 - 3.3.5 You may be unhappy with the quality of the therapy CHROMA provided to you
 - 3.3.6 You may feel you have a big and serious Complaint or just a minor small one
- 3.4 The following are not considered to be Complaints and should therefore be directed to the appropriate person:
 - 3.4.1 General questions about our services – contact our Operations Manager
 - 3.4.2 Matters concerning contractual or other legal disputes – contact our Finance Director
 - 3.4.3 Formal requests for the disclosure of information, for example, under the Data Protection Act – contact our Finance Director

- 3.4.4 Complaints from employees and subcontractors about employment related matters will be handled under CHROMA's HR arrangements – contact our Finance Director
- 3.4.5 Complaints from employees and subcontractors about professional standards, negligence, gross misconduct, for example, should be directed to CHROMA via our Whistleblowing policy which is uploaded onto the Knowledge Base of our case management system insight.

4. Making a Complaint

- 4.1 All Complaints, whether they concern our services, our customer service, or our employees and subcontractors, should be made in one of the following ways:
 - 4.1.1 In writing, addressed to The Managing Director, Chroma Therapies Ltd, Overross House, Ross Park, Ross-on-Wye, Herefordshire HR9 7US;
 - 4.1.2 By email, addressed to The Managing Director at complaints@wearechroma.com;
 - 4.1.3 Using our Complaints Form, following the instructions included with the form;
 - 4.1.4 By contacting us by telephone on 0330 440 1838
 - 4.1.5 Via our website: <https://wearechroma.com/contact/>
 - 4.1.6 By sending us a Direct Message via @wearechroma on Twitter
 - 4.1.7 By sending us a text message via 01989 218020
- 4.2 CHROMA will actively encourage our employees and subcontractors (therapists) to notify and report Complaints and feedback (positive and negative) to us via one of the methods above. CHROMA and its employees and subcontractors will take a pro-active stance which enables everyone we work with and for to feel able to tell us how they feel about working with us and/or accessing our services. We recognise that sometimes people find it very difficult to make a Complaint or give feedback. We will make this process as easy as possible.
- 4.3 CHROMA recognises that sometimes it might be difficult to know what is a Complaint and what is feedback. Chroma see feedback as how we can do things better, whereas a Complaint is when we did something was unacceptable the best person to ask about whether they are making a Complaint or giving feedback would be the customer or person making the Complaint or giving feedback. We will ask you directly if we are unsure.
- 4.4 When making a Complaint, you are asked to provide the following information in as much detail as is reasonably possible:
 - 4.4.1 Your name, address, telephone number and email address (We will contact you using your preferred contact method as your Complaint is handled);

- 4.4.2 If you are making a Complaint on behalf of someone else:
 - 4.4.2.1 Written consent must be obtained from them before a response can be provided;
 - 4.4.2.2 Where they are a child without capacity, a complaint may be made by the Parent or Guardian
- 4.4.3 If you are making a Complaint about a particular employee or subcontractor of ours, the name and, where appropriate, position of that employee or subcontractor;
- 4.4.4 Further details of your Complaint including, as appropriate, all times, dates, events, and people involved;
- 4.4.5 Details of any documents or other evidence you wish to rely on in support of your Complaint;
- 4.4.6 Details of what you would like CHROMA to do to resolve your Complaint and to put things right. (Please note that whilst we will make every reasonable effort to accommodate such requests, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.)
- 4.4.7 If for whatever reason you are not able to give us lots of information about why you are unhappy with us do not worry. We can phone you and talk with you over the phone to understand why you are unhappy with us, and want to let us know.

5. How We Handle Your Complaint

- 5.1 CHROMA operates a two-stage complaints handling procedure. Following our Complaints Procedure, our aim is to always resolve Complaints to your satisfaction at Level One without further recourse to Level Two. If you are not satisfied at the end of Level One, you may escalate your Complaint to Level Two. If you are still not satisfied at the end of Level Two, Complaints may progress to External Resolution as detailed below.
- 5.2 Level One:
 - 5.2.1 Upon receipt, your Complaint will be logged in our complaints system and receipt of it will be acknowledged in writing within three working days of receipt, giving you a Complaint Reference. Our complaints system is called MyConcern.
 - 5.2.2 When we acknowledge receipt of your Complaint we will also provide the name of your Complaint Handler. This may be the Managing Director to whom your original Complaint was directed (as above) or your Complaint may be assigned to another appropriate member of our team.
 - 5.2.3 If you have raised a complaint about our Registered Manager, this will always be handled by our Managing Director, who will follow the two stage procedure as set out here.

- 5.2.4 If your Complaint relates to a specific employee or subcontractor, that person will be informed of your Complaint and given a fair and reasonable opportunity to respond. Any communication between you and the employee or subcontractor in question should take place only via the Complaint Handler and we respectfully ask that you do not contact the employee or subcontractor in question directly concerning the Complaint while we are working to resolve it.
 - 5.2.5 If we require any further information or evidence from you, the Complaint Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence we will use all reasonable efforts to proceed without it, however please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint. We will store any additional information or evidence you send us on our Complaints system MyConcern.
 - 5.2.6 We aim to resolve Level One Complaints within one month, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it. We will keep a record of how we have tried to resolve your Complaint on MyConcern, which will also show the reasons why we have made the decisions we have.
 - 5.2.7 At the conclusion of the Level One complaints procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. You will also be reminded of your right to appeal our decision and escalate the complaint to Level Two in the form of an Appeal. We will ask you directly if you are happy with the way in which we have handled your Complaint and how it has been resolved.
- 5.3 Level Two:
- 5.3.1 If you are not satisfied with the resolution of your complaint at Level One, you may appeal the decision within 14 days, and have the complaint escalated to Level Two. Appeals are handled by one of our Directors.
 - 5.3.2 Appeals, quoting your original Complaint Reference, should be directed to your original Complaint Handler who will forward the request to an appropriate Appeal Handler. Receipt of Appeals will be acknowledged in writing within 7 days. When we acknowledge receipt of your Appeal we will also provide details of your Appeal Handler.
 - 5.3.3 If your Complaint relates to a specific employee or subcontractor, that person will be informed of your Appeal and given a further opportunity to respond. Any communication between you and the employee or subcontractor in question

should take place only via the Appeal Handler and we respectfully ask that you do not contact the employee or subcontractor in question directly concerning the Complaint while we are working to resolve it.

- 5.3.4 If we require any further information or evidence from you, the Appeal Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence to us quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence we will use all reasonable efforts to proceed without it, however please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint. All additional information regarding your appeal will be stored on MyConcern
- 5.3.5 We aim to resolve Level Two Complaints within 6 weeks, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it. We will keep a record of how we have tried to resolve your Complaint on MyConcern, which will also show the reasons why we have made the decisions we have.
- 5.3.6 At the conclusion of the Level Two procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. Our decision at this stage is final, subject to your right to seek External Resolution of your Complaint.
- 5.3.7 As we are regulated by the HCPC you, as our customer, have the right to seek External Resolution of your Complaint from that organisation if you are not satisfied with the outcome of your Level Two Complaint.

6. Confidentiality and Data Protection

- 6.1 All Complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with those employee or subcontractors of CHROMA who need to know in order to handle your Complaint.
- 6.2 We may ask for your permission to use details of your Complaint (with your personal details removed) for internal training and quality improvement purposes. If you have given such permission, you may revoke it at any time by contacting the Managing Director, whose details are provided above in Section 4.1.
- 6.3 All personal information that we may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of the Data Protection Act 1998 and your rights under that Act. All information and data regarding Complaints will be stored on MyConcern.

7. Monitoring and Compliance

- 7.1 The Managing Director will provide a monthly update on complaints to the Senior Leadership Team (SLT). The SLT will agree learning points and actions to take and report back on these at the next monthly meeting. Learning points and actions will be minuted in MyConcern against the Complaint which generated them.
- 7.2 Learning points and actions taken will be monitored by the Senior Leadership Team, via the Managing Director.
- 7.3 At quarterly Director's Meetings, an agenda point on Complaints and learning points will be minuted at each meeting.
- 7.4 Records of complaints, actions and outcomes are recorded on the relevant employee, subcontractor, client files, and maintained within MyConcern.

Complaints Procedure for children and teenagers

Sometimes things don't go to plan, or a mistake is made; it could be that for whatever reason you're just not happy with someone at Chroma. This could be one of our therapists, someone in our main office or maybe you didn't like going to therapy with us.

If you're unhappy for whatever reason, please let us know so we can do something about it.

You can contact us however you want – via text, via a DM on twitter, by email, via our website, by phone or even write us a letter! Here are our contact details;

- Phone: 0330 440 1838
- Email: complaints@wearechroma.com
- Twitter: @wearechroma
- Website: <https://wearechroma.com/contact/>
- Postal: Complaints, Chroma, Overross House, Ross Park, Ross on Wye, HR9 7US
- Text: 01989 218020

As soon as we get your message we will;

1. Get in touch with you within 48 hours to talk with you about why you're unhappy with us
2. Try to sort out the reason why you're unhappy with us within 8 days
3. Get back in touch with you to let you know what we've done to fix the problem

If you're still unhappy with things, you can also tell

The Young Lives Foundation:

- Call 01622 683815
- Email advocacy@ylf.org.uk
- www.ylf.org.uk

Ofsted:

- Call 0300 123 4666
- Email enquiries@ofsted.gov.uk