



## Complaints policy

All my work is underpinned by PTUK's Ethical Framework.

<https://playtherapy.org.uk/ethical-framework/>

Please also refer to my Safeguarding and Child Protection policy and Risk Assessment.

### Concerns

I work hard to ensure that concerns are responded to promptly and complaints are not required. I build healthy, trusting professional relationships with everyone that I work with. However, should you have concerns about me, or my practice, please do come and speak to me. Hopefully, an open conversation is all that is required to resolve the situation. Should you feel that your concern has not been adequately responded to or you wish to make a complaint please use the links below.

### Complaints

Complaints can be made under the three headings below and can be raised in the first instance with PTUK.

1. Professional misconduct – behaving inappropriately.
2. Malpractice – competency questioned.
3. Disgraceful conduct – bringing profession into disrepute.

PTUK – <https://playtherapy.org.uk/complaints-concerns-procedure/>

PSA – <https://www.professionalstandards.org.uk/about-us/contact-our-staff/signposting-complaints-and-concerns>

NSPCC Whistle blowing - <https://www.nspcc.org.uk/keeping-children-safe/reporting-abuse/dedicated-helplines/whistleblowing-advice-link>

