

Tribunal Advisory Committee, 5 September 2018

Information for Partners who wish to make a complaint or raise a concern

Executive summary and recommendations

Introduction

A guidance document for partners on how raise a formal and informal concern or complaint.

Decision

The Council/Committee is asked to consider the below document and make recommendations.

Date of paper

20 August 2018

DRAFT

Information for Partners who wish to make a complaint or raise a concern

In all cases, we encourage any matter to be dealt with informally, with the primary objective to solve problems quickly, simply and fairly. The aim is to seek agreement and shared understanding of how to avoid problems in the future.

All minor complaints and disputes should be resolved promptly and without using formal procedures. Whenever possible, informal resolution should be attempted first in all matters assessed.

Raising a concern informally

Partners are encouraged to raise concerns and provide feedback considering the below options. The HCPC will take all issues raised seriously and consider the facts and circumstances carefully.

- a. Speak to the Panel Chair if appropriate to raise concerns informally.
- b. Use the HCPTS Panel Feedback Form provided by the Fitness to Practise department to disclose your concerns (Annex A).
- c. Contact the Partner Team directly via email, letter or phone to discuss any issues.

All concerns raised are dealt with in a confidential manner. We will confirm with you before sharing any feedback you have provided. Please note that it might not always be possible to share the outcome of an inquiry with you due to the need to maintain confidentiality and data protection. This does not mean that we have not taken actions based on your concerns.

Raising a concern formally

If you feel that the issue has not been resolved, then there are three procedures that Partners can refer to for concerns and complaints relating to all matters regarding their work and working relationships within HCPC.

These can be summarised as follows:

- a. If the Partner wishes to make a complaint about another Partner or a fellow Panel Member, this will be dealt with under the Partner Complaints Procedure which can be accessed via our web page.
- b. If a Partner is concerned about malpractice, fraud or corruption within the HCPC this will be dealt with under the Whistleblowing Procedure for Partners, which can be accessed via our web page.

- c. If a Partner wishes to complain about HCPC processes, policies or HCPC employees this should, in the first instance be raised informally with the Department concerned. If this fails to resolve the issue the Customer Service Section on our website outlines the procedure to be followed.

The following diagram summarises the formal process.

