Therapeutic Support Services

Organisational Complaints Procedure

Last Updated: July 2026

HOW TO RAISE A CONCERN OR COMPLAINT

We want everyone who accesses or works with Therapeutic Support Services to feel safe, heard and respected. If something doesn't feel right, we want to know – so we can put it right, learn from it and continue improving our service.

What counts as a concern or complaint?

A concern or complaint is when you're unhappy with something we've said or done – or how we've provided our service. For example:

• Feeling dismissed or not listened to.

• Concerns about yours or your child's therapy or support.

• Issues with communication or accessibility.

• Feeling discriminated against or treated unfairly.

We take all concerns and complaints seriously, no matter how small they may feel.

How to raise a concern or complaint

You can raise your concern or complaint in the way that feels easiest for you:

• Speak to your therapist or case manager (where appropriate).

• Email us at: **admin@therapeuticsupportservices.com**

• Write to us at: **Therapeutic Support Services, 57 Torquay Road, Paignton, Devon, TQ3 3DT**

What happens next?

We will:

1. Acknowledge your concern or complaint within 5 working days.

2. Our Support Services Manager, Kate Stevenson, will review your concern or complaint and investigate the matters raised.

3. This may include speaking with relevant members of staff and reviewing any appropriate records.

4. We will provide a written response, including any actions we plan to take, usually within 15 working days.

5. If we need longer to complete our investigation, we will contact you to explain why and provide an updated timescale.

How can I request a review?

If you are not satisfied with our response, you may request that your concern or complaint is reviewed through the following stages.

Stage 1 – Support Services Manager

Your concern or complaint will be reviewed by our **Support Services Manager, Kate Stevenson.**

Please email your correspondence, marked "For the Attention of Kate Stevenson – Concern or Complaint Review", to: **admin@therapeuticsupportservices.com**

Alternatively, you may write to: Therapeutic Support Services, 57 Torquay Road, Paignton, Devon, TQ3 3DT

Stage 2 – Clinical Director

If you remain dissatisfied following the Stage 1 review, you may request a further review by our **Clinical Director, Katherine Jordan**.

Please email your correspondence, marked "For the Attention of Katherine Jordan – Concern or Complaint Review", to: **admin@therapeuticsupportservices.com**

Alternatively, you may write to: Therapeutic Support Services, 57 Torquay Road, Paignton, Devon, TQ3 3DT

Stage 3 – External Independent Review

If you remain dissatisfied after the Clinical Director's review, you may request an independent review by our **External Clinical Supervisor, Heather Jenkin**.

Please email your correspondence, marked "For the Attention of Heather Jenkin – Independent Concern / Complaint Review"to: **admin@therapeuticsupportservices.com**

Alternatively, you may write to: Therapeutic Support Services, 57 Torquay Road, Paignton, Devon, TQ3 3DT

Heather Jenkin will independently review the concern or complaint and the actions taken by Therapeutic Support Services and provide recommendations where appropriate.

If you remain unhappy

If you remain unhappy after our responses from our Support Services Manager, Clinical Director and External Clinical Supervisor, you may wish to escalate your concern externally, depending on the nature of your concern or complaint.

- **Local Authority** (Safeguarding or Social Care-related Concerns)

If your concern or complaint involves safeguarding, risk or matters relating to social care, you may contact the relevant Local Authority directly.

- **Professional or Governing Bodies**

If your concern or complaint relates specifically to therapy you have received from an individual practitioner, you may contact their professional registering body (where applicable), such as:

• BACP • UKCP • NCPS • HCPC

Will my concern or complaint stay confidential?

Yes. Your information will be handled sensitively and only shared with those who need to know in order to review and resolve the matter.

We value your feedback

Concerns and complaints help us learn, improve and continue providing a safe, effective and compassionate service. Thank you for taking the time to let us know about your experience.