

## Complaints Policy

All complaints will be taken seriously and acted on promptly and appropriately. The RCT will offer help and support, including arbitration where appropriate, to all parties to ensure that cases are dealt with effectively.

A complaint may be made in person, by phone, by email or in writing. Once received, a complaint will be assessed by RCT office staff to try to resolve the complaint quickly and to the satisfaction of the complainant wherever possible. Complaints requiring an informal resolution might include concerns regarding information on the RCT website or other administrative issues. The RCT office staff will aim to respond to a complaint within five working days unless there are exceptional circumstances. At this stage the RCT Office Staff may engage with the RCT Registrar if the complaint is regarding process or competency. If the Registrar can provide appropriate guidance for an informal resolution, this will be provided to the complainant via the RCT office staff.

If a complainant is dissatisfied with the decision, or if a complaint is particularly complex or appears to require detailed investigation, then the RCT office staff will send an acknowledgement to a complainant within five working days and then forward the complaint to the secretary of the RCT Professional Conduct Committee (PCC). Complaints requiring a formal resolution might include concerns regarding a registrant's conduct or alleged failure to meet the standards set out in the RCT Code of Professional Conduct. These types of complaints will require the complainant to set out in writing (letter or email):

- the name of the individual about whom they wish to complain;
- the nature of the complaint;
- who has been involved so far;
- what has/has not been done;
- why they are not satisfied with the outcome; and
- their own name and address and how we should contact them.

If, for any reason, a complainant is unable to submit their complaint in writing (letter or email) then the complainant can contact the Secretary of the RCT PCC, by telephone, who will take down the details (as set out in the bullet list above) of the complaint on the complainant's behalf.

Upon receipt of a complaint, the secretary of the RCT PCC will determine the appropriate response which may result in the implementation of the RCT Fitness to Practise (FTP) procedure <http://therct.org.uk/wp-content/uploads/2016/05/01-21-04-0399-04.00-RCT-Fitness-to-Practise-Procedure-Formerly-Disciplinary-Procedure-1.pdf>. A complainant will be involved in the FTP procedure at every stage as a witness and the RCT will support a complainant through the process, including letting the complainant know the outcome at the end.

See also:

- RCT Code of Professional Conduct (P&P document 01-21-10 0409)
- RCT Fitness to Practise Procedure (P&P document 01-21-04 0399)