

Reviewed February 2025

Compliments, Concerns and Complaints

Rowan Tree Dramatherapy always strives to offer a professional, effective, and compassionate service. We really value feedback from all those who come in contact with our team, so that we can grow and learn.

Who can use this procedure?

- Anyone who has made an enquiry with our service (including those who have been declined a service).
- Anyone who has directly accessed an assessment, therapy, supervision, or training service, or someone else who is sharing a compliment or making a complaint on their behalf.
- Any professional who has had dealings with Rowan Tree who would like to share a compliment or raise a complaint.

How can I give feedback?

Compliment- to let us know we have done something well then speak directly to the team member, therapist or supervisor or email Bryony or Justine as directors at contact@rowantreedramatherapy.co.uk

Concern- to raise a doubt or worry that you would like a swift, informal response to then speak directly to the team member, therapist or supervisor or email contact@rowantreedramatherapy.co.uk where the director who has an oversight role of your therapist/supervisor/facilitator will respond to you within 5 working days.

How can I raise a formal complaint?

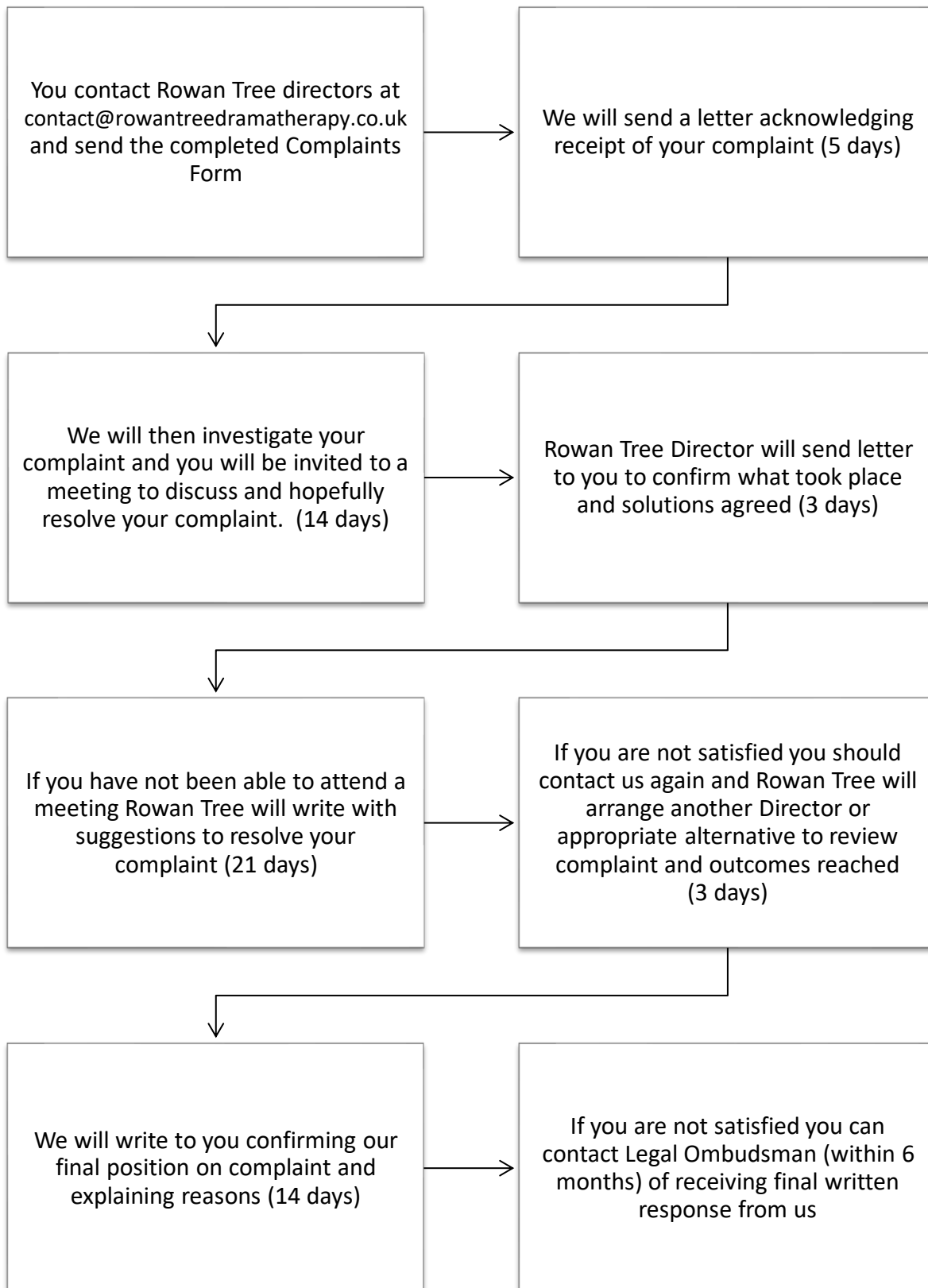
Please complete our Complaints Form and return the form to a director at contact@rowantreedramatherapy.co.uk
We will then undertake an investigation (please see the flow chart).

What if I need help to make a complaint?

Please let us know if you need help at the point you first get in touch. We can then consider the following with you:

- Telephone conversations rather than email.
- Inviting a friend, family member, or other supportive person to assist you throughout the complaints process.
- Organise an interpreter to assist the process if English is not your first language.
- Provide the Complaints Form and other correspondence in large print.
- If the complaint is made by a child, we can help the child to find an independent advocate to support them in making the complaint.

Complaints Procedure Flow-chart



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Complaints Form

Today's Date	
Your forename	
Your surname	
Your Date of Birth	
Your landline number	
Your mobile number	
Your email address	
Your home address	

Is the complaint about services you have received?

YES/NO

Is this complaint on behalf of someone else?

YES/NO

If you are making a complaint on behalf of someone else, please provide their contact details here:

Today's Date	
Forename	
Surname	
Date of Birth	
Landline number	
Mobile number	
Email address	
Home address	

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Please use this space to provide us with details of what you are dissatisfied with:

Please use this space to provide information about the outcomes you hope for in raising a complaint:

Is there anything else you would like to tell us?

Please confirm that you are happy for us to store and process all information related to your complaint in accordance with our Privacy Policy (which you can access on our website). Please select: **YES / NO**

Thank you.

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What if I am still not satisfied:

If a therapist's professional practice is at the centre of the complaint, you are entitled to contact the HCPC (The Health and Care Professions Council) www.hcpc-uk.org

For children who are dissatisfied, they can contact the children's commissioner for England, who promotes and protects children's rights:

General enquiries: 0207 783 8330

Advice line for children and young people: 0800 528 0731

Website: www.childrenscommissioner.gov.uk

Email for advice for children and young people: help.team@childrenscommissioner.gov.uk

General Email: info.request@childrenscommissioner.gov.uk

Address: Sanctuary Building, 20 Great Smith Street, London, SWS1P 3BT