

# Compliments, complaints and comments policy

## 1 About this policy

- 1.1 RCOT strives for high standards in service delivery and is committed to ensuring our work is carried out in an open and accountable way.
- 1.2 This document sets out the process for RCOT members and members of the public to provide feedback about the service provided by RCOT either through compliments, complaints and other comments.
- 1.3 The policy provides clarity on how to provide feedback to RCOT and how this feedback will be handled by RCOT to help us evaluate and continuously improve our services and recognise our successes.

## 2 Definitions

- 2.1 The following definitions apply to this policy:
  - **Initial concern or informal complaint:** an expression of dissatisfaction with an RCOT service or the way it was delivered where initial feedback is given directly to an RCOT colleague or their line manager to resolve the issue quickly, effectively and efficiently.
  - **Formal complaint:** a written statement of dissatisfaction with an RCOT service or the way it was delivered. These cannot be made anonymously and will be subject to the timescales set out below.
  - **Complainant:** any person making a formal complaint about RCOT's services.
  - **Compliment:** an expression of satisfaction about an RCOT colleague or service.
  - **Comment:** any general feedback that does not fit within the definitions of an initial concern or informal complaint, formal complaint or compliment.

## 3 Scope

- 3.1 This policy provides equality, fairness and respect to all members, delegates and other service users on any aspect of RCOT services.
- 3.2 This policy will not apply to compliments, complaints or comments in respect of RCOT members. Where a person has a complaint about an RCOT member, they will be directed to contact the member's employer and/or the Health and Care Professions Council (HCPC).

## 4 Roles and responsibilities

The Director of Brand and Marketing is the owner of this policy and is responsible for its accessibility and distribution to all RCOT colleagues, volunteers and service users.

## 5 Objectives

- 5.1 The objectives of this policy are to ensure that:

- there is a fair and effective way for individuals to give compliments, make complaints or provide comments on RCOT services
- all feedback is used as an opportunity to continuously improve RCOT services
- complaints are taken seriously and dealt with consistently, fairly and sensitively within clear time scales
- responses will be provided in all cases and appeal pathways will be provided where appropriate.

## **6 Initial concern or informal complaint**

- 6.1** Should a person experience service from RCOT that does not meet their expectations, feedback should be given directly to the relevant RCOT colleague or their line manager in the first instance as an initial concern or informal complaint. If the person raising the initial concern or informal complaint is unsure who the appropriate line manager is, they can either ask the relevant RCOT colleague involved or email [hello@rcot.co.uk](mailto:hello@rcot.co.uk). This feedback allows for immediate action to provide a satisfactory solution to the issues raised.
- 6.2** If the person raising the initial concern or informal complaint is unhappy with the resolution provided, they can submit a formal complaint (see [7. Formal complaint](#)).

## **7 Formal complaint**

### **7.1 Raising a formal complaint**

To make a formal complaint, the complainant should provide a written statement which includes:

- their name and contact details (formal complaints cannot be made anonymously)
- their membership number (if applicable)
- full details of the failure of service, including:
  - who has been involved so far
  - what has/has not been done
  - why they are not satisfied with the outcome
  - how they would like to see the matter resolved.

The complaint must be submitted by web form, email or letter (please see ['9. Submitting compliments, formal complaints or comments'](#) for further details).

### **7.2 Acknowledgement**

Complaints submitted via web form or email will be acknowledged immediately. Complaints submitted via letter will be acknowledged within two working days of receipt.

### **7.3 Full response**

The complaint will be investigated and a full response will be provided within 15 working days. If RCOT is unable to provide a full response within this time, we will explain the reason for the delay and provide a revised timeline of when a reply can be expected.

The full response will tell the complainant:

- the outcome of our investigation
- the reasons for the outcome
- any remedial action being taken.

### **7.4 Escalation and appeals**

- **Complainant dissatisfied with the formal complaint response**

If a complainant is dissatisfied with the response received, they must notify RCOT in writing via the web form, email or by post within 20 working days. Please see '9. Submitting compliments, formal complaints or comments' for further details on the methods of contacting RCOT.

- **Second review**

The complaint will be escalated to our Senior Leadership Team (SLT), who will consider if the first review:

- addressed the complaint issues
- was thorough and fair
- improved shortfalls in service.

- **Final response from SLT**

SLT will respond to the complainant within 10 working days or will explain why this timescale cannot be met with a new date. This response will be RCOT's final response to the complaint.

RCOT reserves the right not to enter into further correspondence in respect of the complaint once this process has been followed and our findings have been communicated.

- **Further escalation**

**Internal**

If the complainant's concerns involve a member of SLT and they are dissatisfied with the final response from SLT, they can request for the complaint to be reviewed independently by two members of Council. They must notify RCOT in writing via the web form, email or by post within 20 working days of receiving the final response from SLT. Please see '9. Submitting compliments, formal complaints or comments' for further details on the methods of contacting RCOT.

Two Council members will review the complaint and respond within 10 working days or will explain why this timescale cannot be met with a new date. This avenue will only be available in respect of complaints that directly concern a member or members of SLT and is the final appeal mechanism internally within RCOT's complaints process.

**External**

If the complainant is dissatisfied following the final response, they can contact the relevant regulator <https://www.gov.uk/complain-about-charity> or another relevant body, for example the Information Commissioner's Office <https://ico.org.uk/>.

## **8 Compliments and comments**

### **8.1 Compliments**

RCOT welcomes compliments and recognises their importance in recognising and celebrating our successes. Compliments will be shared with RCOT colleagues to highlight good practice.

### **8.2 Comments**

RCOT welcomes other feedback that does not fit within the definitions of an initial concern or

informal complaint, formal complaint or compliment.

## 9 Submitting compliments, formal complaints or comments

9.1 Compliments, formal complaints and comments must be submitted in writing via:

- **Email** hello@rcot.co.uk
- **Letter** addressed to:  
Compliments and Complaints  
Royal College of Occupational Therapists  
Phoenix House  
106-114 Borough High Street  
London SE1 1LB

Alternative methods can be provided if necessary, by contacting hello@rcot.co.uk.

## 10 Learning from feedback

10.1 Data collected will relate to formal complaints, not initial concerns or informal complaints. This will be monitored and analysed to ensure we continuously improve as a result of learning from complaints. This monitoring and analysis will include annual reporting back to RCOT's Council.

10.2 Data will also be collected where members submit compliments or comments through the web form, via email or by letter. This will be shared with RCOT colleagues to acknowledge our successes and further develop our areas of strength.

## 11 Monitoring and review

This policy will be reviewed after 12 months, and every two years thereafter, unless otherwise required. As a level three policy, updates or recommendations for change will require approval from Council.

## 12 Further information

Please contact Sheetal Girdhari, Head of Marketing Services, for more information or support about this policy.

Version control Avoid referring to printed versions of this document as they may be out of date.			
<b>Owner/responsibility for compliance</b>		<b>Director of Brand and Marketing</b>	
<b>Approval level</b> level 1: Council level 2: Committee level 3: SLT level 4: Director level 5: Head		<b>Level 1</b>	
<b>Status (draft/approved &amp; live)</b>		<b>V1 - approved</b>	
Version no	Date approved	Approved by	Summary of changes to latest version
1	Jan 2024	Council	New policy

1	July 2025	Director of Brand & Marketing	Admin change only – contact details / ownership changed to Brand & Marketing team and process updates regarding contact details.
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