



How to make a complaint to the Health and Care Professions Council (HCPC)



EasyRead



About this guide.....1



About the HCPC.....2



People on our list.....5



Complaining about someone on our list.....10



What sort of things do we deal with?.....12

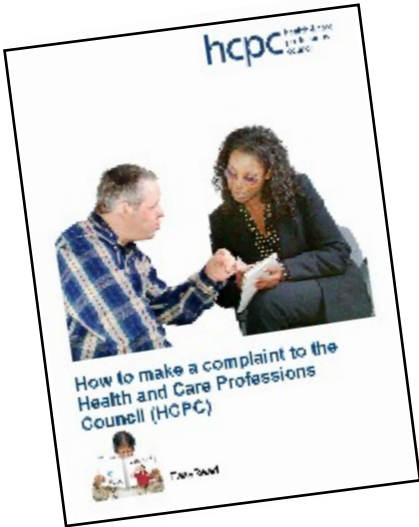


How to make a complaint..... 15



Useful information.....18

About this guide



This is a guide to making a complaint about a person on the Health and Care Professions Council (HCPC) Register (list).

It tells you what to do if you want to complain about someone who is on our list.



If you are worried about the care or services you have received, or the way someone has behaved, you should get in touch with us.



Our details are at the back of this guide on page 18.

About the HCPC



Our job is to protect the public.
We make sure the people on our list
are doing a good job.



We make rules (known as standards)
about the way people on our list should
do their work and the way they should
behave.



You can look at these rules on our
website:

www.hcpc-uk.org



Or we can send a copy to you in the
post.

The standards are not in EasyRead but
we can explain them to you on the
phone.



If someone on our list does something wrong we have to decide what to do next.



If we think it was something big and it could happen again we will take action against that person.

But if it was something small and we do not think it will happen again, we might not take any action.



If we find that someone on our list has done something wrong we can:

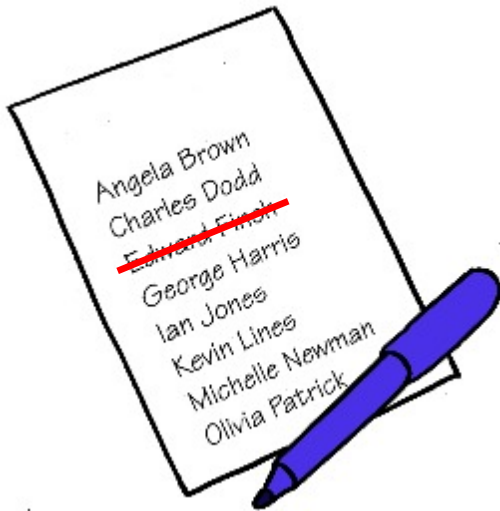
- give them a warning



- tell them that they can carry on working as long as they agree to make changes



- stop them from working for a time



- take their name off our list so they can not do their work anymore

People on our list



These are the people on our list:

- arts therapists – who use art, drama or music in therapy



- biomedical scientists – who do tests to help doctors find out what is wrong with people



- chiropodists and podiatrists – who look after people's feet



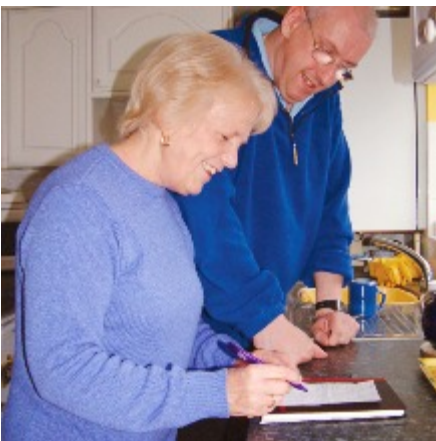
- clinical scientists – who do health research



- dietitians – who help with healthy eating



- hearing aid dispensers – who sell and fit people with hearing aids



- occupational therapists – who help people become more independent by helping them do everyday things



- operating department practitioners – who work in hospital operations



- orthoptists – who deal with serious eye problems



- paramedics – who give emergency care



- physiotherapists – who help people move better



- practitioner psychologists – who look at how people behave and can help people understand and change how they behave or do things



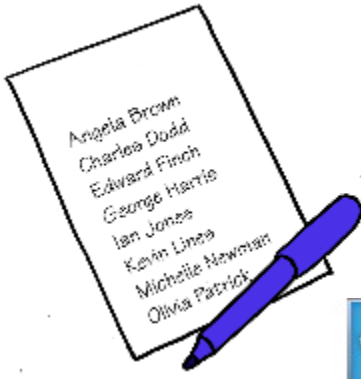
- prosthetists and orthotists – who work with people who need things like a false leg or a neck brace



- radiographers – who take scans, X-rays or help treat things like cancer



- speech and language therapists – who help people with talking or swallowing difficulties



You can see if someone is on our list by going to our website or calling us. You will need to know what job they do and what the person's surname is or their registration number:

www.hcpc-uk.org



or call on
0845 3004 472 or

0207 8409 814

Complaining about someone on our list



Anyone can make a complaint about someone on our list.



You can contact us if you are worried about the care or service you have received.



You can also complain about the way someone on our list has behaved.



We can look into new complaints as well as complaints about things that happened a long time ago.



But it is better if people come to us with any complaints as soon as possible.



If you are thinking about making a complaint you might want to talk about it to someone you know and ask them to help you.

What sort of things do we deal with?



We deal with many different kinds of complaint.



For example, we can help if a person on our list:

- was dishonest, or stole from someone



- had a relationship with a service user when they should not have done



- was careless or did things that could lead to people getting hurt



- did their job very badly or was not good at their job for a long time



- has been violent or threatened people



- commits a crime



We **cannot** do anything about:

- someone who is not on our list



- organisations or groups



- getting money back for you or paying money for things that have gone wrong



- helping people who have questions about the law



- making someone say “sorry” to you



How to make a complaint

You can call us

If you would like to talk to someone over the phone about a complaint please call:

0800 328 4218 or

0207 8409 814

Sometimes we can take details about your complaint over the phone or help you to write about what has happened.



You can write to us at

**Fitness to Practise Department
The Health and Care Professions
Council
Park House
184–186 Kennington Park Road
London
SE11 4BU**



If you write, please tell us:

- your full name, address and phone number
- the name of the person you are complaining about





- what their job is



- where they work



- as much as possible about what you think they have done wrong



- any dates, names and places to do with what happened



You can ask someone to help you do this or they can write to us for you.



You can email us

ftp@hcpc-uk.org



If you complain, what will happen next?

Complaining about someone can be a big worry.



We will give you the name and phone number of the person who is looking into your complaint and you can speak to them about it.



They will explain to you what will happen next and might ask you for more information.



They will keep in touch to let you know what is happening.

Useful information



Call:

020 7840 9814

Freephone (in the UK):

0800 328 4218



Fax:

020 7582 4874



Email:

ftp@hcpc-uk.org



Website:

www.hcpc-uk.org



Credits

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