

Complaints Procedure – Summary

A full copy of the Complaints Procedure and flow chart is available at <https://www.csp.org.uk/about-csp/contact-us/complaints-against-csp-members>

1. What can I complain about?

- The Chartered Society of Physiotherapy (The CSP) cannot consider complaints concerning professional conduct and performance or fitness to practice. This is managed by the Health and Care Professional Council (HCPC). It can only consider complaints against members where it is alleged that the member's behaviour impacts on the reputation of the CSP.
- In exceptional circumstances the CSP will also consider complaints about other alleged behaviour which raises matters of concern, but only where it is not appropriate for the HCPC, or another body, to deal with it.
- A complaint must relate to a current Member of the CSP (and a Member at the time the action complained of was carried out).

2. When should I make my complaint?

- A complaint should be made as soon as possible following the event and not more than 12 months after the event.
- If a complaint is received 12 months after the event, this will only be considered in exceptional circumstances.

3. How to make a complaint

- If you wish to make a formal complaint please complete the complaint form and email this to complaints@csp.org.uk. Please include "confidential" in the subject bar.
- You will be asked to provide your name, details of the member who is subject to the complaint and your relationship with them.
- You will be asked to provide a clear and concise summary of the allegation, including dates and how the matter falls within the remit of the CSP complaints procedure.
- You will also need to confirm whether the complaint has been made to another professional or regulatory body or whether any legal proceedings are intended or have already commenced.
- You will need to consent that all documentation submitted may be disclosed to the member complained of; the Complaints Panel and to other relevant third parties e.g. any Investigation Officer.

4. The Complaints Process

There are three stages to the complaint process:

Stage 1 – Complaint Received

- The complaint will be registered by the Complaints Coordinator and an acknowledgement sent back to the complainant within 5 working days of receipt. The complainant may be asked for more information if this is necessary to take the matter forward.
- The response will confirm whether the complaint is invalid or valid.

If valid

- The complainant will be sent a copy of the full complaints' procedures.
- The complaint will be shared with the member complained of and the Chair of the Complaints Committee.

Stage 2 - Investigation

- The person complained about will have 10 days to provide a response to the complaint.
- The Chair of the Complaints Committee will determine if an investigation is needed, or if the matter can go directly to a Complaints Panel.
- In the case of an investigation an Investigation Officer will be appointed. They will conduct the investigation and provide a report to the Chair of the Complaints Committee within 20 working days. (In exceptional circumstances, this can take longer.) However, the complainant and the member complained of shall be kept informed.
- On receiving the report, the Chair will consider if the matter should be considered by a Complaints Panel, or if the complaint should be discussed and no further action taken.

Stage 3 – Complaints Panel

- Complaints Panels are appointed by the Chair of the Complaints Committee, from its membership. Members of a panel should not have a conflict of interest and the member complained of will be notified of a Panel's membership.
- The Complaints Panel will be convened within 20 working days of the complaint or investigation report being received.
- Neither the complainant nor the member complained of attend the meeting/s of the Complaints Panel.
- The Panel will determine if the complaint is upheld and also either if no further action is required or what action actions may be required, including sanctions.
- The outcome will be provided to the complainant and the member complained about within 10 working days of the decision.

The members of the CSP can appeal against the decision. They must appeal within 25 working days and the appeal will be heard by the Complaints Appeal Panel. A complainant cannot appeal the decision.