

## How to complain about us

This guide explains how to make a complaint about us, the sorts of complaints we can consider and how we will respond. We treat all complaints seriously and use them to help us to improve the way we work. Where we identify mistakes we will say so and apologise.

We **can** consider complaints about:

- the way in which our staff have behaved towards you
- our staff not following our processes
- the content of our policies or processes
- failing to work to our published targets and timelines

## Who do I complain to?

Please contact our Governance and Compliance Manager: Suzanne Dodds. If you wish to write to us our address is:

Professional Standards Authority  
157 -197 Buckingham Palace Road London SW1W 9SP  
Telephone: 020 7389 8030  
Fax: 020 7389 8040

If you prefer to email her please contact her at:

[Suzanne.dodds@professionalstandards.org.uk](mailto:Suzanne.dodds@professionalstandards.org.uk)

## What happens to my complaint?

Our governance team (or someone who has not been involved in the matters you complain about) will consider the matters you raise carefully. We aim to:

- Acknowledge it within five working days
- Send a full response within 20 working days of receiving the complaint. If the complaint is complicated and we need longer to consider it, we will write and say when we will respond.

## What if I am not satisfied with your response?

If, after receiving a response to your complaint you remain unhappy you may write to our Chief Executive asking that he reviews our response. He will consider if:

- we have considered your complaint fully
- answered the complaints you put to us
- followed our own procedures
- given you a full explanation of our decision
- reached a fair conclusion on the facts.

#### **What if I am still not satisfied?**

If you are not satisfied with the Chief Executive's review, you may ask that it be referred to our Chair for review.

The Chair's decision is final. Once the Chair has considered your complaint and responded to you we will acknowledge any further correspondence from you but, unless it raises new issues that we consider significant, we will not send further replies.

<p>We welcome your feedback and will do all we can to investigate any concerns about our staff or services.</p>
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