

# Want to share your experience of an Accredited Register?

Follow our *three* steps

1

Think about the experience you want to share

2

Please share your experience

3

We will tell you how we have used it

## What you can expect from us

Sharing your experiences of Accredited Registers is important because it helps them learn and improve and helps us make sure that they meet to maintain our standards.

Looking back on your own, or a loved one's, health or social care can be an emotional process. We understand this, and are sensitive in how we handle all the feedback we receive, treating it as important and confidential.

This is NOT a complaint process. If you have a complaint about an Accredited Register or one of their registrants please contact the Accredited Register. You can contact them on [find-a-register](#)

Please see our health and care guide to help you decide who to contact.

# How to share your experience of an Accredited Register



Confidence • Choice • Protection • Quality





## About us

The Professional Standards Authority is here to protect the public. One way we do this is by accrediting registers of health and social care practitioners who are not regulated by law.

### Accredited Registers

We check that these organisations meet our [Accreditation Standards](#) and award our quality mark. You can find the Accredited Registers on [Find a Register](#) or Registers that are [currently applying](#).

The accreditation mark is valid for 12 months and we reassess them after this time to ensure they are providing a high quality service.

This leaflet explains how to share your experience – in *three* steps.

### [What we do with your feedback](#)

Every piece of information we receive is looked at individually. We use all of the feedback to help us build up a picture of how well the registers are protecting the public. It enables us to recognise themes, strengths and weaknesses and recommend changes. Your feedback helps our Accreditation Panel to make decisions.

We publish our decisions on our website.

## Step 1: Think about the experience you want to share

We welcome your feedback on the experiences you have had with an Accredited Register or an organisation that is currently applying. Anyone can contact us and share their experience. Whether you are a patient, carer, service user, health and care professional or an organisation we would like to hear from you.

### Why share your experience?

By sharing your experience with us you will be helping us to guide organisations in improving their services. You will be helping to protect the public.

### Types of experiences

The types of experiences we want to hear about include:

- Education and training
- Complaints handling
- Information for the public
- Governance
- Managing risks.

The types of experiences we can't use include:

- Information about a health and care professional
- Information about a register that we haven't accredited.

## Step 2: Share your experience

You can either:-

### Telephone us:

on 020 7389 8037 and speak to our Accreditation Team.

### Email us:

[accreditationteam@professionalstandards.org.uk](mailto:accreditationteam@professionalstandards.org.uk)

### Write to us:

Accreditation Team  
Professional Standards Authority  
157–197 Buckingham Palace Road  
London SW1W 9SP

## Step 3: We will keep you informed

- 1 We will acknowledge your feedback within five working days, and it be logged against the relevant Standard(s).
- 2 Sometimes, we will get in touch to ask you for more details about your experience.
- 3 We will tell you how we have used it. (Please see our [reports](#) of the Accredited Registers for examples.)