



## **Blossoming Hearts Play Therapy**

### **Compliments and Complaints Procedure**

**May 2025**

I endeavor to provide the highest standards of therapeutic care in all practice. In doing so, I adhere to the principles of the Play Therapy UK (PTUK) Ethical Framework, this can be found at: <https://playtherapy.org.uk/ethical-framework/>

#### **Compliments**

I hope that clients, their parents/carers, schools and other organisations are happy with the service provided. Any compliments which you may wish to share can be sent via email: [adriana@](mailto:adriana@)

#### **Complaints**

I appreciate that there may be times where children, their parents/carers, a school or other organisation may feel unhappy about some aspect of the service provided.

I hope that anyone who may be feeling unhappy with some aspect of the service provided feels able to discuss their concerns with myself directly. A mutually convenient time can be arranged to discuss any concerns either via the telephone, video call or a face-to-face meeting. Alternatively, concerns may be shared via email: [adriana@](mailto:adriana@)

All complaints will be dealt with and investigated promptly and fairly, as applicable to the nature of the complaint. The complainant will be provided with an account of any findings and any action taken within 28 days of the complaint being made. A written record of this process will be kept in accordance with the principles of PTUK's Data Protection Policy outlined in <https://playtherapy.org.uk/play-therapy-privacy-policy/>

, detailing the complaint, the action taken and any outcomes; this can be made available to the complainant on request.

If a satisfactory resolution is not able to be reached, any formal complaints can be forwarded to the school/organisation where your child has been in receipt of therapy from myself. Alternatively, concerns can be raised with Play Therapy UK directly via telephone or in writing, as outlined in their complaints policy which can be found at: <https://playtherapy.org.uk/ptuks-complaint-procedures/>

This policy should be read in conjunction with Blossoming Hearts Play Therapy's Safeguarding & Child Protection Policy and Blossoming Hearts Play Therapy's Data Protection Policy.