

---

Information for members of the public

# How to raise a concern

# Contents

**About this brochure 1**

**About us 1**

**About fitness to practise 2**

**Raising a concern 3**

**How do I raise a concern? 5**

**The investigations process – what happens next? 10**

**What happens when my concern is received? 12**

**What happens if my concern is investigated? 12**

**The Investigating Committee 13**

**What happens if the case is referred to a  
final hearing? 14**

**Contact details 17**

# How to raise a concern

## About this brochure

Throughout this brochure:

- ‘we’, ‘us’ and ‘our’ refers to the Health and Care Professions Council (HCPC); and
- ‘registrant’ refers to a professional on our Register.

This brochure tells you what to do if you want to raise a concern about one of our registrants. We try to make our processes as open and clear as possible and we hope the information in this brochure will help you.

## About us

We are a regulator and were set up to protect the public. We keep a register of health and care professionals who meet our standards for their training, professional skills and behaviour. We are not a service to resolve complaints.

We currently regulate the following 16 professions.

- Arts therapists
- Biomedical scientists
- Chiropodists / podiatrists
- Clinical scientists
- Dietitians
- Hearing aid dispensers
- Occupational therapists
- Operating department practitioners
- Orthoptists
- Paramedics
- Physiotherapists
- Practitioner psychologists
- Prosthetists / orthotists
- Radiographers
- Social workers in England
- Speech and language therapists

We may regulate more professions in the future. For more information about us and the professions we regulate, visit our website at [www.hcpc-uk.org/aboutus](http://www.hcpc-uk.org/aboutus)

## **About fitness to practise**

When we say that a registrant is ‘fit to practise’ we mean that they have the skills, knowledge and character to practise their profession safely and effectively. However, fitness to practise is not just about professional performance. It also includes acts by a registrant which may affect public protection or confidence in the profession or the regulatory process. This may include matters not directly related to professional practice.

### **What is the purpose of the fitness to practise process?**

Our fitness to practise process is designed to protect the public from those who are not fit to practise. If a registrant’s fitness to practise is ‘impaired’ (negatively affected), it means that there are concerns about their ability to practise safely and effectively. This may mean that they should not practise at all, or that they should be limited in what they are allowed to do. We will take appropriate action to make this happen.

Sometimes registrants make mistakes that are unlikely to be repeated. This means that their overall fitness to practise is unlikely to be ‘impaired’. People sometimes make mistakes or have a one-off instance of unprofessional conduct or behaviour. We will not pursue every isolated or minor mistake.

### **Our standards**

When considering fitness to practise cases, we take account of the standards we have published (although a failure to meet one of our standards does not automatically mean that a registrant’s fitness to practise is impaired). The two sets of standards we use are the standards of proficiency (we publish a separate set of standards for each profession we regulate) and the standards of conduct, performance and ethics (which are the same for all professions). You can download these documents from [www.hcpc-uk.org/publications/standards](http://www.hcpc-uk.org/publications/standards) or phone us on 0300 500 6184 and we will send you copies in the post.

## **Raising a concern**

### **Who can raise a concern?**

Anyone can raise a concern about a registrant. This includes members of the public, employers, the police and other health and care professionals.

We will not normally take further action if information is provided anonymously (where the person providing us with the information does not give their name). This is because we want to operate a fair and clear process and we cannot go back and ask for more information if we do not know who has contacted us. However, as our main function is to protect the public, if information given to us anonymously relates to serious and credible concerns about a registrant's fitness to practise, we may consider taking further action. If you want to raise a concern anonymously, you should contact us so we can discuss what options may be available to you.

### **What types of concern can you consider?**

We consider every concern individually. However, a registrant's fitness to practise is likely to be impaired if the evidence shows that they:

- were dishonest, committed fraud or abused someone's trust;
- exploited a vulnerable person;
- failed to respect service users' rights to make choices about their own care;
- have health problems which they have not dealt with, and which may affect the safety of service users;
- hid mistakes or tried to block our investigation;
- had an improper relationship with a service user;
- carried out reckless or deliberately harmful acts;
- seriously or persistently failed to meet standards;

- were involved in sexual misconduct or indecency (including any involvement in child pornography);
- have a substance abuse or misuse problem;
- have been violent or displayed threatening behaviour; or
- carried out other, equally serious activities which affect public confidence in the profession.

For fitness to practise case studies visit our website at [www.hcpc-uk.org/complaints/casestudies](http://www.hcpc-uk.org/complaints/casestudies)

We can also consider concerns about whether an entry to our Register has been made fraudulently or incorrectly. For example, the person may have provided false information when they applied to be registered.

Because our function is to protect the public, we can investigate concerns relating to events which happened at any time or which took place before the registrant was registered. However, we will not normally proceed with concerns that are made more than five years after the events giving rise to them. This is so we can get the best possible evidence about the concerns, for example, witnesses will be able to recall events more easily.

### **What we cannot do**

We cannot:

- consider concerns about professionals who are not registered with us;
- consider concerns about organisations (we can only deal with concerns about individual registrants);
- get involved in your care or social-care arrangements;
- deal with customer-service or consumer issues;
- get involved in matters which should be decided upon by a court, including dissatisfaction with evidence given at court;
- get a registrant or organisation to change the content of a report;

- arrange refunds or compensation;
- fine a registrant;
- give legal advice; or
- make a registrant apologise.

At the end of this brochure, there are contact details of organisations that may be able to help you with these issues.

## **How do I raise a concern?**

If you need to tell us about a concern, you should fill in a referral form. You can download a referral form from [www.hcpc-uk.org/complaints/raiseaconcern](http://www.hcpc-uk.org/complaints/raiseaconcern) or contact us on 0800 328 4218 and we will send you a copy in the post. There are two ways to send your filled-in form to us.

### **1. By post**

Securely seal the signed form in an envelope, along with copies of the supporting documents, and send it to the following address.

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

You may want to consider using recorded post.

### **2. By email**

Attach a scanned copy of the signed form along with electronic copies of the supporting documents, and email them to [ftp@hcpc-uk.org](mailto:ftp@hcpc-uk.org)

If you decide not to use the form, we need the following information from you when you raise a concern. You can send this information to the postal or email address above.

<b>Information about you</b>	<ul style="list-style-type: none"> <li>– Name</li> <li>– Correspondence address, phone number and email address</li> </ul>
<b>Information about the registrant</b>	<ul style="list-style-type: none"> <li>– Name</li> <li>– Profession</li> <li>– Registration number (see note)</li> <li>– Work address (if you know it)</li> </ul>
<b>Information about your concern</b>	<ul style="list-style-type: none"> <li>– A clear description of what happened</li> <li>– Where the event (or events) took place</li> <li>– The date and time period (or both) that the event (or events) took place</li> </ul>
<b>Information about witnesses</b>	<ul style="list-style-type: none"> <li>– Name and address of anyone else who saw what happened</li> </ul>
<b>Information about the action you have taken</b>	<ul style="list-style-type: none"> <li>– Details of any other organisation you have contacted about the matter (for example, the registrant's employer or the police)</li> </ul>
<b>Supporting documents</b>	<p>For example:</p> <ul style="list-style-type: none"> <li>– notes you have made at the time of the event (or events) or soon afterwards;</li> <li>– correspondence between you and the person you have a concern about; or</li> <li>– correspondence you have received in response to raising your concerns with another organisation.</li> </ul>

Note: If you do not know the person's registration number, you can check our online Register for confirmation at [www.hcpc-uk.org/check](http://www.hcpc-uk.org/check)

We are committed to communicating with you as effectively as we can. So you should tell us if you have particular communication difficulties or needs so we can consider what changes we can make to our usual practice to best meet them. For example, we may need to use a larger print size in our letters or emails.

### **How much of my time do you need?**

If you raise a concern, the amount of time we will need from you will depend on how complicated the case is. We are likely to need to ask for more information from you during the course of our investigation.

If the case goes forward to a final hearing, you may need to meet our solicitors to provide a witness statement. We will pass your contact details to our solicitors so they can contact you direct.

You may also have to go to a hearing and give evidence. This can sometimes involve an overnight stay if the hearing takes place away from your home. You can find more information about this in our brochure called Information for witnesses. You can download this from [www.hcpc-uk.org/complaints/witnesses](http://www.hcpc-uk.org/complaints/witnesses) or phone us on 0800 328 4218 and we will send you a copy in the post.

### **What can I expect from you?**

If you raise a concern with us, you can expect us to treat you fairly and explain what will happen at each stage. We will give you details of a case manager who you can contact if you have a question and who will keep you up to date with the progress of our investigation.

## **Role of the case manager**

We allocate a case manager to each case. The case manager may change during the course of the investigation. If this happens, we will tell you and you will always have a named contact. They are neutral and do not take the side of either the registrant or you. Their role is to manage the progress of the case through the process and to gather relevant information. They act as a contact for everyone involved in the case.

They cannot give you legal advice but they can explain how the process works and what panels consider when making decisions.

You may also want to get advice from an organisation that helps deal with concerns. There are details of these organisations at the end of this brochure.

## **How long will it take?**

We understand that telling us about a concern and the investigation process can be stressful, so we try to consider cases as quickly as we can.

We aim to:

- prepare the case, so that the registrant may respond to the allegations against them, within five months of the decision that the concern meets our standard of acceptance; and
- hold a final hearing within seven months of the Investigating Committee Panel's decision that there is a case to answer.

While these are our aims, the time a case takes to reach the end of the process can vary depending on the nature of the investigation we need to carry out and how complicated the issues are. As a result of this, each stage of the process may take a shorter or longer period of time.

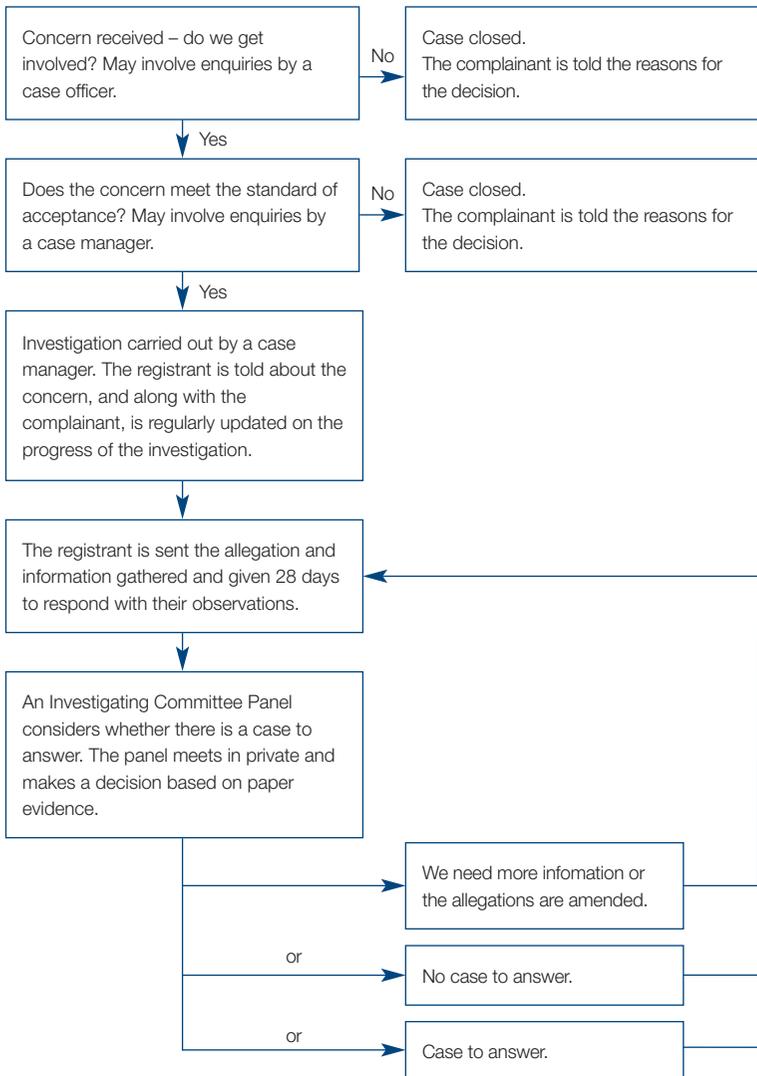
Your case manager will keep you informed of the progress of the case, but if you have any questions about what is happening, or why it may be taking longer than our aims, you can contact them for an update.

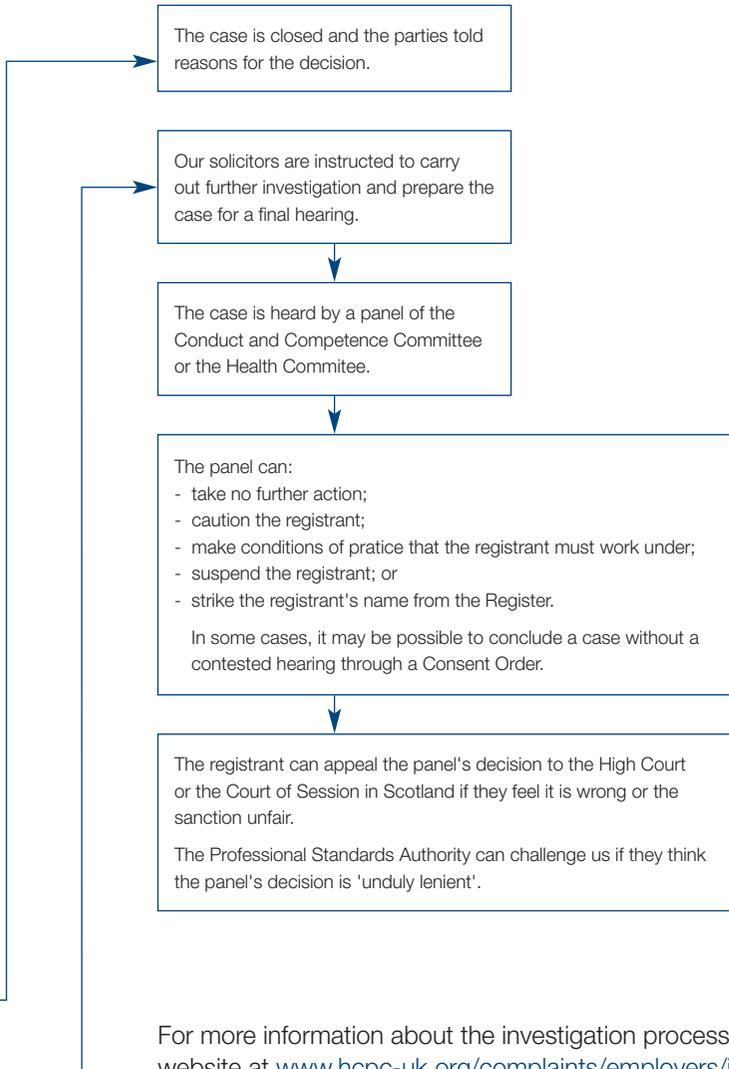
### **Keeping my information confidential**

When we investigate your concern, we will need to tell the registrant involved. We will also need to copy anything you send to us to the registrant so they can respond. This will mean the registrant will know you have raised the concern but we will make sure we remove your contact details and any other personal information from the documents we send.

## The investigation process – what happens next?

At all stages of the process, we can apply for an interim order to prevent the registrant from practising, or to place conditions on their practice, until the case has been closed by a panel.





For more information about the investigation process, visit our website at [www.hcpc-uk.org/complaints/employers/investigations](http://www.hcpc-uk.org/complaints/employers/investigations)

## **What happens when my concern is received?**

We will review your concern to decide whether it is about an issue we can deal with. We sometimes receive information about issues we cannot deal with. If this is the case with your concern, we will write to you to explain and will try to direct you to another organisation that might be able to help you.

If your concern is about something we can deal with, we will open a case and assess the available information and decide whether it meets our standard of acceptance. This is the level a concern about a registrant must meet before we will investigate it as a fitness to practise allegation. We may make further enquiries to help us make this decision, for example, we may ask you or someone else for more information.

If we find your concern does not meet the standard of acceptance, we will close the case and take no further action. We will write to you to explain the reasons for our decision.

If we find your concern does meet the standard of acceptance, we will go ahead with an investigation. We will write to you to explain what will happen next. We will also write to the registrant to tell them that a fitness to practise concern about them has been raised and that we are investigating it further.

You can find more information about the Standard of acceptance at the back of this brochure.

## **What happens if my concern is investigated?**

We will gather any other relevant information about your concern and once we have enough information we will draft a formal fitness to practise allegation. This will be in a different style to the concern we originally received from you and will only deal with the aspects of your concern which have met the standard of acceptance.

We will send the allegation and a copy of the information we have gathered, including any information you have sent us, to the registrant. The reason for this is that we must give the registrant

an opportunity to respond to the allegation, so they must fully understand what has been alleged.

The registrant will have 28 days to respond to the allegation. In some cases we may give them more time. They do not have to respond but, if they do, we will not give you a copy of their response. This is because they are giving their response to the Investigating Committee Panel rather than to you. They may provide information about their personal circumstances or sensitive information which would not be appropriate to give you. If there are points that we need to clarify with you, your case manager will write to you and ask you specific questions.

## **The Investigating Committee**

After the registrant has been given the opportunity to respond to the allegation, we will pass details of the case to an Investigating Committee Panel. The Investigating Committee Panel will decide whether or not there is a 'case to answer'. Each Investigating Committee Panel is made up of at least three people, including someone from the relevant profession and a 'lay' person who is not from any of the professions we regulate. The meeting is held in private and their task is to look at the evidence that is available and decide whether we will be likely to prove the allegation. The Investigating Committee Panel does not decide whether the allegation is proven. They only decide whether we have a real prospect of proving the allegation at a final hearing.

The Investigating Committee Panel can decide that:

- more information is needed or the allegation needs to be amended;
- there is a 'case to answer' (which means they will pass the case to another panel); or
- there is 'no case to answer' (which means that the case does not need to be taken any further).

The Investigating Committee Panel will give reasons for the decision they make. We will write to you (and the registrant involved) and give you the Investigating Committee Panel's decision and their reasons.

### **Is the Investigating Committee's decision final?**

There is no process to allow you to appeal against a decision at this stage. However, you can apply for a judicial review if you think we have not followed our processes correctly. Judicial review is a type of court proceeding in which a judge reviews the lawfulness of a decision or action by a public body. It would allow you to challenge the way in which the decision has been made by the Investigating Committee Panel or the process we followed.

If you want to apply for judicial review, you must apply to the High Court or the Court of Session in Scotland as soon as possible after the Investigating Committee Panel's decision and in any event within three months of that decision.

You should get legal advice if you plan to apply for judicial review. You can also find more information on the Judicial Communications Office website at [www.judiciary.gov.uk/you-and-the-judiciary/judicial-review](http://www.judiciary.gov.uk/you-and-the-judiciary/judicial-review)

### **Taking previous concerns into account**

When considering whether there is a case to answer in relation to a concern about a registrant, the Investigating Committee Panel have the legal power to take into account any other similar concerns made against the registrant within the previous three years. The purpose of this power is to make sure that a concern which has been closed, because a case to answer could not be established, can still be taken into account if another similar concern is made against a registrant, and it is relevant to do so.

The previous concern will be taken into account as similar-fact evidence and will not be re-opened as a new investigation.

### **What happens if the case is referred to a final hearing?**

If the Investigating Committee Panel decide that there is a case to answer, we will arrange for the case to be heard at a final hearing. The case will be heard by either a panel of the Conduct and Competence Committee (for cases about misconduct, lack of competence, convictions or cautions and decisions by other

regulators) or a panel of the Health Committee (for cases where the health of the registrant may be affecting their ability to practise).

Each final hearing panel is usually made up of three people, including someone from the relevant profession, a 'lay' person who is not from any of the professions we regulate and a chairperson (who may be a professional or may be a 'lay' person'). The chairperson leads the hearing and speaks for the panel.

We will usually ask solicitors to prepare the case for the final hearing panel and to act for us at the hearing. We will give you the details of the solicitors when we write to tell you the Investigating Committee Panel's decision. We will also pass your contact details to our solicitors who may contact you if they need to speak to you or to arrange to meet you to take a witness statement.

It can sometimes take some time for a case to reach a hearing. It is difficult for us to provide specific guidance on timings since each case is different. Your case manager will write to you regularly and keep you informed of the progress of the case.

### **Witness support and giving evidence**

If our solicitors ask you to provide a witness statement, you may also have to come to the hearing and give evidence. We have a brochure called Information for witnesses which provides details of what you can expect if you have to be a witness. You can download this from [www.hcpc-uk.org/complaints/witnesses](http://www.hcpc-uk.org/complaints/witnesses) or phone us on 0800 328 4218 and we will send you a copy in the post.

### **At the final hearing**

The final hearing panel will consider the evidence available and will decide whether the allegation is proven. To do this they first have to decide if the incident happened as set out in the allegation. They also have to decide whether the allegation amounts to the 'grounds' set out in the allegation (for example, misconduct or

lack of competence) and whether, as a result, the registrant's fitness to practise is impaired.

In deciding whether a registrant's fitness to practise is impaired, the panel take account of a range of factors. These factors are:

- whether the registrant has ignored previous warnings;
- whether the registrant has taken action to correct their behaviour;
- whether the registrant has insight (understands the harm they have caused);
- whether the registrant knows what action to take to practise safely and effectively;
- the link between conduct and the individual's profession;
- whether the registrant's behaviour has undermined public confidence;
- whether the registrant has not met our standards of conduct, performance and ethics; and
- whether the behaviour is likely to be repeated.

### **What powers does the final hearing panel have?**

If the registrant's fitness to practise is found to be impaired, the final hearing panel will decide whether a sanction should be imposed. They may:

- take no further action or order mediation (a process where an independent person helps the registrant and the other people involved to agree a solution on any issues);
- caution the registrant (place a warning on their registration details for between one and five years);
- make conditions of practice that the registrant must work under;
- suspend the registrant from practising; or
- strike their name from our Register, which means they cannot practice.

Final hearing panels take action to protect the public and do not punish registrants. They carefully consider the circumstances of each case and take into account all that has been said at the hearing before making their decision.

After the hearing we will write to you and send you a copy of the panel's decision. In most cases, we will also put their decision on our website. We will make sure that you are not referred to by name in the decision that appears on the website. If you have any concerns about this, please contact your case manager.

### **Is the final hearing panel's decision final?**

The registrant can appeal the final hearing panel's decision if they think it was wrong or the sanction was unfair. Appeals are made to the High Court or the Court of Session in Scotland.

The Professional Standards Authority (PSA), which oversees our work, reviews all panel decisions. The PSA can ask the High Court or the Court of Session in Scotland, to review a decision if it thinks it is too lenient and does not protect the public.

### **Contact details**

If you need more information, please contact our Fitness to Practise Department using the following details.

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

Phone: +44 (0)20 7840 9814  
Freephone (in the UK): 0800 328 4218  
Fax: +44 (0)20 7820 9684

Email: [ftp@hcpc-uk.org](mailto:ftp@hcpc-uk.org)  
Website: [www.hcpc-uk.org](http://www.hcpc-uk.org)

## Feedback

We recognise that raising a concern can be a stressful experience and we are constantly working towards improving our processes. At the end of your case, you will receive a feedback form about our service and this will allow you to provide feedback, good or bad, about the service the Fitness to Practise Department has provided to you.

If you are unhappy with the way we have dealt with your concern and would like to make a complaint, you should contact us in writing using the following details.

Service and Complaints Manager  
The Health and Care Professions Council  
Park House  
184 Kennington Park Road  
London  
SE11 4BU

Email: [feedback@hcpc-uk.org](mailto:feedback@hcpc-uk.org)

For more information, see our website at  
[www.hcpc-uk.org/aboutus/customerservice](http://www.hcpc-uk.org/aboutus/customerservice)

## Other regulatory organisations

There are a number of other organisations in the UK which regulate health and care professionals.

You can find a list of these on our website at  
[www.hcpc-uk.org/aboutregistration/regulators/healthandcare](http://www.hcpc-uk.org/aboutregistration/regulators/healthandcare)

## Other contacts

The following organisations may be useful for finding advice or support. You may also want to complain to the health service organisation involved, if appropriate, as they will have their own complaints procedure.

<b>Action Against Medical Accidents (AvMA)</b>	A charity for patient safety and justice which provides free and confidential advice following a medical accident. They cover both NHS and private healthcare complaint procedures and can advise on referrals to regulatory bodies or legal action. Phone: 0845 123 2352 Website: <a href="http://www.avma.org.uk">www.avma.org.uk</a>
--	---

<b>Advertising Standards Authority</b>	<p>The independent regulator of advertising across all media.</p> <p>Phone: 020 7492 2222</p> <p>Website: <a href="http://www.asa.org.uk">www.asa.org.uk</a></p>
<b>Board of Community Health Council in Wales</b>	<p>This organisation can provide you with free, confidential help if you have a problem or complaint with NHS services in Wales.</p> <p>Phone: 02920 235 558</p> <p>Website: <a href="http://www.wales.nhs.uk/sitesplus/899/home">www.wales.nhs.uk/sitesplus/899/home</a></p>
<b>Citizens Advice</b>	<p>This service helps people deal with their legal, money and other problems by providing free, independent and confidential advice.</p> <p>Website: <a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a></p>
<b>Information Commissioner's Office</b>	<p>An independent body which upholds information rights in the public interest. If you need advice about seeing your personal medical records or if you feel that information held by a public body about you is incorrect, contact the Information Commissioner's Office.</p> <p>Phone: 0303 123 1113</p> <p>Website: <a href="http://ico.org.uk">//ico.org.uk</a></p>
<b>NHS Complaints Advocacy in England</b>	<p>A free, independent and confidential service that can help in making complaints about a National Health Service in England.</p> <p>Phone: 0300 330 5454</p> <p>Website: <a href="http://nhscomplaintsadvocacy.org">//nhscomplaintsadvocacy.org</a></p>
<b>Northern Ireland Patient and Client Council</b>	<p>This organisation can help you make a complaint about health and social-care services in Northern Ireland.</p> <p>Phone: 0800 917 0222</p> <p>Website: <a href="http://www.patientclientcouncil.hscni.net">www.patientclientcouncil.hscni.net</a></p>
<b>Patient Advice and Support Service in Scotland</b>	<p>This service provides free, confidential information, advice and support for anyone wanting to give feedback, make comments, raise concerns or make a complaint about treatment and care provided by the NHS in Scotland.</p> <p>Website: <a href="http://www.patientadvicescotland.org.uk">www.patientadvicescotland.org.uk</a></p>



## Factsheet

### Standard of acceptance explained

Throughout this factsheet:

- ‘we’, ‘us’ and ‘our’ refers to the Health and Care Professions Council (HCPC); and
- ‘registrant’ refers to a professional on our Register.

#### About fitness to practise

When we say a registrant is ‘fit to practise’ we mean they have the skills, knowledge and character to do their job safely and effectively. Our fitness to practise process is about protecting the public from registrants whose fitness to practise is ‘impaired’ (negatively affected). It is not about resolving general complaints or punishing registrants for past mistakes.

#### Standard of acceptance

The standard of acceptance is the level a concern about a registrant must meet before we will investigate it as a fitness to practise allegation.

We consider each concern individually to decide whether it meets the standard of acceptance. We may make further enquiries to help us make this decision, for example, we may ask you or someone else for more information.

A concern meets the standard of acceptance if:

- it is made in the **appropriate form**; and
- it provides **credible evidence** which suggests that the registrant’s **fitness to practise is impaired**.

#### Appropriate form

A concern is in the appropriate form if it:

- is received in writing;
- provides enough information to identify the registrant the concern is about; and
- sets out the nature of the concern and the circumstances in enough detail for the registrant to understand and respond.

Our member of the public referral form will help you to refer your concern in the appropriate way. If you are unable to raise your concern in writing, please contact us on 0800 328 4218.

#### Credible evidence

This does not mean that you must prove your concern from the outset. However, your concern, and the information you provide about your concern, must be enough for a reasonable person to consider it believable.

Evidence is likely to be credible if it provides a consistent, logical and reasonable explanation of the concern, particularly if it is supported by other evidence or is consistent with facts that are already known.

To meet this requirement, we may need more evidence (from you or someone else) than just your version of events.

If we do not follow up a concern due to lack of credible evidence, it does not mean we do not believe you. It simply means that there is not enough evidence to take your concern further.

## **Fitness to practise is impaired**

The concern must also suggest that the registrant's fitness to practise is impaired. This is a serious matter. It is not simply a suggestion the registrant has done something wrong but that they have done something serious enough to raise doubts about whether they should be allowed to continue to practise freely.

This is a current test, which means that the concern must be about the registrant's current ability to practise safely and effectively. The process is not meant to punish registrants for past acts but will take past acts into account when considering their current and future ability to practise.

## **Other factors affecting whether the standard of acceptance is met**

### **Time limit**

We can investigate concerns relating to events which happened at any time. However, we will not normally continue with concerns that are made more than five years after the events giving rise to them.

### **Anonymous concerns**

We must operate our fitness to practise process fairly and transparently. This can be difficult if we or the registrant do not know the identity of the person making the complaint. We will not normally continue with anonymous concerns or if you ask to remain anonymous.

### **Matters resolved locally**

If concerns have been dealt with satisfactorily at a local level, for example by the registrant's employer, it is unlikely there will be evidence to suggest the registrant's fitness to practise is impaired. We will not normally continue with concerns which are satisfactorily dealt with locally.

### **Professional decisions**

Registrants often make decisions using their professional knowledge, skills and experience. Not everyone will agree with these decisions. We will not normally continue with concerns which challenge or second-guess registrants' decisions unless there is evidence they have acted unprofessionally – for example, they have knowingly made a false statement or acted beyond their scope of practice. Similarly, we will not normally continue with concerns which challenge a registrant acting as an expert witness, unless there is evidence they have acted unprofessionally.

## **Complaints about services**

We can only consider concerns about individual registrants and cannot consider concerns about services more generally. As a result, we will not normally continue with concerns which simply identify registrants you have encountered when dealing with a service or an organisation, unless there is specific evidence to suggest a registrant's fitness to practise is impaired.

### **Ongoing external investigations**

If we are told that another organisation (for example, the police or an employer) is currently investigating a registrant, there may not be enough information, at that stage, for the standard of acceptance to be met. So we may wait until the other organisation's investigation has ended before going ahead with our own investigation.

## **What happens next?**

If we find that a concern meets the standard of acceptance, we will go ahead with an investigation (which will take a period of time) and will draft a formal fitness to practise allegation. This will be in a different style to the concern we originally received from you and will only deal with the aspects of the concern which have met the standard of acceptance.

If we find that a concern does not meet the standard of acceptance, we will close the case and take no further action. We will explain the reasons for our decision to you. The case will not form part of our formal record for the registrant but we may take it into account if further concerns are raised about the registrant.

## **Further information**

You can find the full standard of acceptance policy on our website at [www.hcpc-uk.org/publications/policy](http://www.hcpc-uk.org/publications/policy)

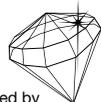
For more information, contact our Fitness to Practise Department.

Phone: 020 7840 9814 or 0800 328 4218

Email: [ftp@hcpc-uk.org](mailto:ftp@hcpc-uk.org)

**Crystal  
Mark  
21825**

Clarity approved by  
**Plain English Campaign**





Park House  
184 Kennington Park Road  
London SE11 4BU

tel +44 (0)300 500 6184  
fax +44 (0)20 7820 9684  
[www.hcpc-uk.org](http://www.hcpc-uk.org)

**To request this document in Welsh  
or an alternative format,  
email [publications@hcpc-uk.org](mailto:publications@hcpc-uk.org)**



**MIX**  
Paper from  
responsible sources  
**FSC® C105395**

© Health and Care Professions Council 2016 (updated April 2016)  
Publication code: 20100920aFTPPUB

This publication is produced using trees from sustainable forests and recycled fibre.

