

## Factsheet

### Fitness to Practise Department

#### The HCPC's complaints process explained

##### **We are interested in your feedback**

We realise that sometimes mistakes happen, so if you are unhappy with our work please let us know. Your feedback is valuable to us and can help us to improve our service in the future.

If you would like to make a complaint about a decision, a process we use, our service, or an external provider, we want to hear from you.

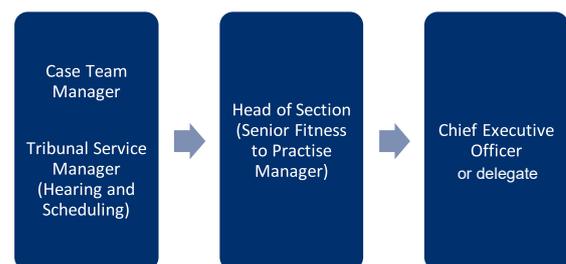
##### **What we can offer**

We appreciate that making a complaint is time-consuming and can be an emotional experience.

If you decide to make a complaint, we will make sure that it is initially responded to by a case team manager or tribunal services manager. They will uphold, partially uphold, or not uphold your complaint.

If a decision is made to either uphold or partially uphold your complaint, we may decide that some action is necessary. If a decision is made not to uphold your complaint, we will not take any more action.

If you are not satisfied with our response and you are happy to explain the reasons why you would like to take your complaint further, you can ask that your complaint, and our response, should be reviewed by a senior manager within our FTP Department and finally by our Chief Executive or someone they choose to deal with it (their delegate).



##### **What we cannot offer**

If your complaint is about a FTP decision made by a practice committee where the process is set by law or there is a legal right of appeal, we cannot interfere with that decision. Examples include a decision by:

- an Investigating Committee panel;
- a Conduct and Competence Committee panel;
- a Health Committee panel; or
- a registration appeals panel.

If your complaint is about an administrative decision we made on the basis of our policy or guidelines, we cannot change that decision unless an investigation shows that the policy or guidelines were wrongly applied or new evidence has become available.

Examples include:

- a decision that a case should be closed as it does not meet our 'standard of acceptance'; or
- publishing a hearing outcome on our website.

## New evidence

We have an obligation to assess all new evidence against our standard of acceptance. We would encourage you to give any new evidence to your case manager. However, you should note that it will be assessed against the same standard that previously led a case manager to close your case.

## When you can expect to hear from us

We will do our best to do the following:



## How you can contact us

You can contact us by email or post.

## Email

If you decide to make your complaint by email, you should email the Service and Complaints Manager's inbox at [feedback@hcpc-uk.org](mailto:feedback@hcpc-uk.org). You should also quote the fitness to practise reference number in the subject header of your email and copy your correspondence into the fitness to practise inbox at [ftp@hcpc-uk.org](mailto:ftp@hcpc-uk.org)

## Post

If you decide to make your complaint by post, you should send your correspondence to the following address.

**Service and Complaints Manager  
Health and Care Professions Council  
Park House  
184– 186 Kennington Park Road  
London SE11 4BU**

## More information

You can find more information about our complaints process in the 'Contact us' section of our website, under the 'Customer service' page. This includes:

- our Customer Service Policy;
- an outline of the customer service process; and
- a dedicated section on FTP decisions.

To ask for this document in Welsh or another format, email [publications@hcpc-uk.org](mailto:publications@hcpc-uk.org)

