
Finance and Resource Committee 20 November 2012

Six monthly review of customer service feedback

Executive summary and recommendations

Introduction

Since 2004, the HPC has logged all customer service feedback. This includes complaints and positive feedback. This feedback is used to assist in the development of training programmes, performance appraisals and workplans. The attached paper is a summary of the feedback received between 1 October 2011 and 30 March 2012. A summary of feedback received between 1 October 2010 and 30 September 2011 has previously been reviewed by the Committee.

The attached paper outlines the feedback trends and the corrective actions that have taken place over the last six months to respond to feedback and ensure continuous improvement. Logging and reviewing feedback is an ISO9001 requirement.

An example of a customer service report that is presented to the Executive Management Team on a monthly basis is provided as an appendix.

Decision

The Committee is requested to note the document. No decision is required.

Background information

The HPC's customer service policy is available at:

<http://www.hcpc-uk.org/aboutus/aimsandvision/customerservice/>

Resource implications

None

Financial implications

None

Appendices

Customer service report part 1 – September 2012

Customer service report part 2 – August 2012

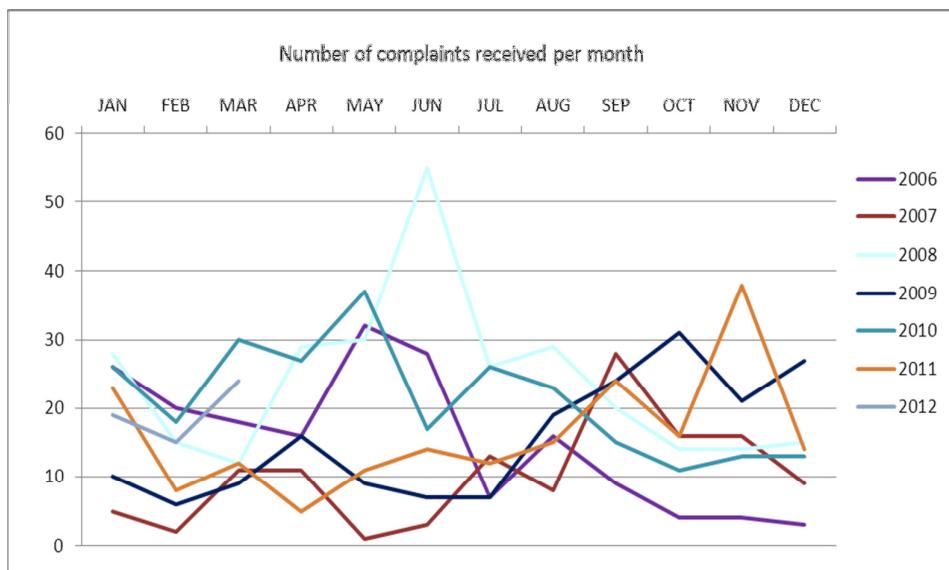
The report has had minor redactions to remove any identifiable information.

Date of paper

7 November 2012

1.0 Background information

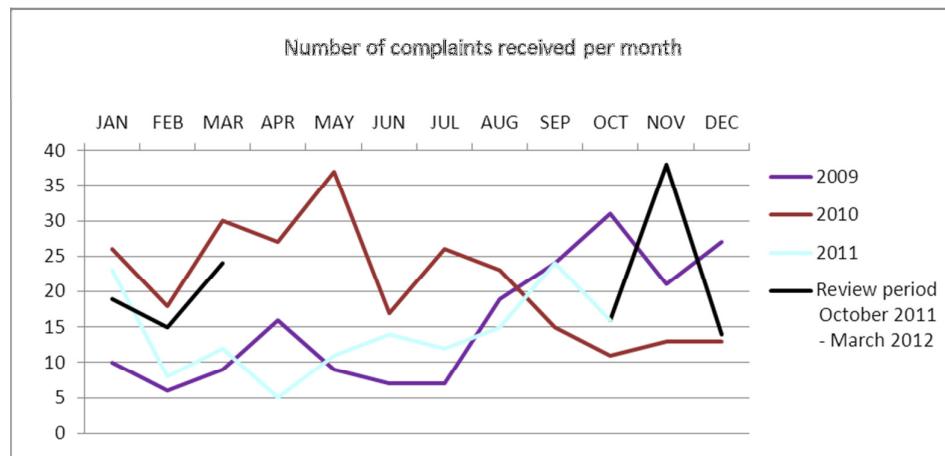
- 1.1 HCPC has been operating a customer service complaint system since 2006; the Personal Assistant to the Director of Operations is responsible for co-ordinating the distribution of feedback to the relevant managers and Directors for a response, updating the feedback database and reporting monthly to the Executive Management Team on feedback received.
- 1.2 Feedback received by HCPC includes complaints and positive feedback. Requests for information and comments about processes and procedures are also logged and reported on.
- 1.3 During this 6 month reporting cycle (October 2011 to March 2012), we received 126 complaints.
- 1.4 During this 6 month reporting cycle (October 2011 to March 2012), we received 30 pieces of positive feedback.
- 1.5 The graph below shows the distribution of complaints logged from January 2006 to March 2012.



- 1.6 The graph below shows the distribution of complaints logged between 2009 and 2012, the review period is highlighted.

During the review period there is a peak in the number of complaints received in November which corresponds with the closing of the renewal window and lapsing of occupational therapists and the renewal window for biomedical scientists.

During the review period, occupational therapists and biomedical scientists were the second (32,454) and fourth (21,988) largest professions respectively. In this month, a total of 18 complaints were received from biomedical scientists and occupational therapists (this equates to 0.02% of the Registrant's in those two professions); of these, 13 complaints were renewal, renewal process or lapsing related.



- 1.7 On the basis that there is a link between renewal and an increase in complaints, a comparison of the time period in a two year cycle is a comparison on a fairly similar basis.
- 1.8 The table below shows the number of complaints received in this reporting cycle in previous years; the figure of 126 complaints compares well with the 153 complaints received in the same time period 2 years ago.

	Apr - Sep	Oct - Mar
2006/7	108	29
2007/8	64	96
2008/9	189	68
2009/10	82	153
2010/11	145	76
2011/12	81	126

2.0 Customer service policy – response times

- 2.1 The HCPC aims to address complaints in a timely manner; during the review period, the service standard was an 18 working days response time for responding to customer service queries. From June 2012, this service standard has been reduced to 15 working days. The internal service standard is 5 working days, and the vast majority of complaints are responded to within this timeframe.
- 2.2 During the review period we received and responded to 126 complaints; we responded to 121 within our service level of 18 working days, this is 96%.
- 2.3 A complaint may not be responded to within 18 working days if the matter needs further investigation or legal advice.

3.0 Number of complaints received by department & profession

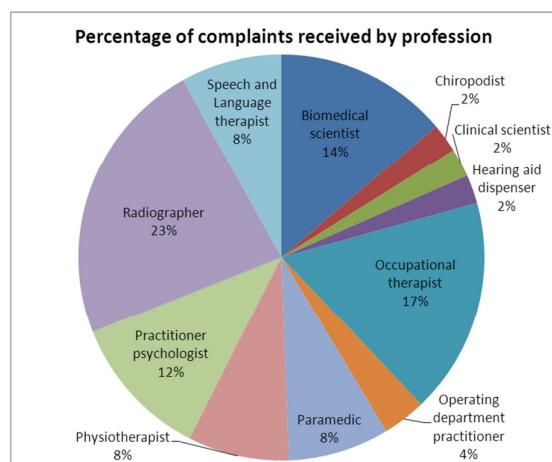
- 3.1 During the review period we logged 126 complaints, the majority of these complaints were answered by Registration, the table below shows how many complaints each department answered.

UK Registration	94
International Registration	15
Fitness to Practise	11
Policy & Standards	1
Secretariat	2
Finance	2
Communications	1

- 3.2 During the review period, we received 94 complaints from Registrants, of these the highest number of complaints (20) received were from radiographers. The table and graph below shows the breakdown of complaints received by Registrants by profession. The largest percentage of complaints received were from hearing aid dispensers (2) which equates to 0.11% of that part of the Register.

Profession	No of complaints	% of the profession
Biomedical scientists	12*	0.05
Chiropodist	2	0.02
Clinical scientist	2	0.04
Hearing aid dispenser	2	0.11
Occupational therapist	15*	0.05
Operating department practitioner	3	0.03
Paramedic	7	0.04
Physiotherapist	7*	0.02
Practitioner psychologist	10	0.06
Radiographer	20*	0.07
Speech and language therapist	7	0.05
Total	94	

*Denotes that the profession was in renewal at some point during the review period.



4.0 Summary of complaints received

Review month	Number of complaints	Main Issues (summary)	Number of complaints per department	Customer service policy	Root Cause
October	16	<ul style="list-style-type: none"> Lapsing following renewal Intermediate lapsing Completing the readmissions process CPD audits Progress of international applications 	Registration – 16 (UK – 13 International – 3)	100%	HCPC 38% Registrant 31% N/A 31%
November	38	<ul style="list-style-type: none"> Online renewal portal Completing the readmissions process Intermediate lapsing 	Registration – 35 (UK – 33 International – 2) FTP – 2 Policy – 1	97%	HCPC 29% Registrant 21% N/A 50%
December	14	<ul style="list-style-type: none"> Online renewal portal CPD audits Lapsing 	Registration – 12 FTP – 1 Secretariat – 1	93%	HCPC 43% Registrant 14% N/A 43%
January	19	<ul style="list-style-type: none"> Lapsing following renewal Intermediate lapsing 	Registration – 16 (UK – 14 International – 2) FTP – 3	89%	HCPC 29% Registrant 24% N/A 47%
February	15	<ul style="list-style-type: none"> Renewal process Lapsing 	Registration – 10 (UK – 7 International – 3) FTP – 4 Finance – 1	93	HCPC 22% Registrant 14% N/A 64%
March	24	<ul style="list-style-type: none"> Lapsing Online portal International applications – processing times 	Registration – 20 (UK – 15 International – 5) Finance – 1 Secretariat – 1 Comms – 1 FTP – 1	100%	HCPC 48% Registrant 43% N/A 9%

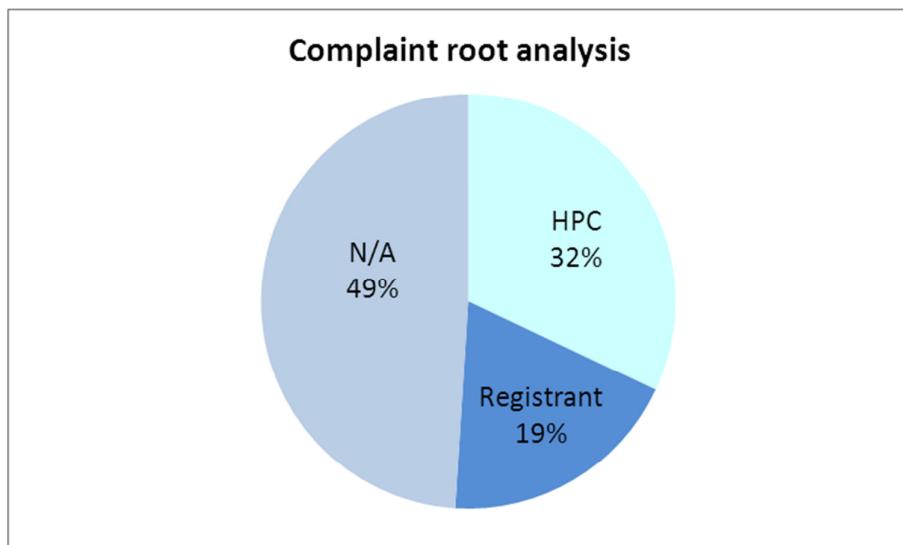
Total number of complaints: 126

5.0 Main areas of negative feedback

- 5.1 Lapsing – the lapsing process is run if Registrants fail to renew their registration. Complaints have been received about:
- The necessity to complete and return a readmission form
 - The 10 working day service level for application processing
 - Application forms being returned for additional information
- 5.2 Intermediate lapsing – the intermediate lapsing process is run if Registrants do not maintain their registration payments. Complaints have been received about:
- The lack of an additional method of communication
 - The necessity to complete and return a readmission form
- 5.3 Online renewal portal – complaints have been received regarding components the online renewal portal, including:
- Location of the sign in button
- 5.4 CPD audits – 2.5% of the profession are selected to submit their CPD profiles during the renewal window; this amounts to around 5500 profiles per 2 year renewal cycle. Complaints have been received about:
- Selection of a Registrant twice in two subsequent renewal cycles.
 - The necessity to complete and return a completed profile
 - Delays in assessing CPD profiles
- 5.5 International registration – the international application process consists of submission of an application form, submission of supporting documentation, payment, and qualification and verification checks. Complaints have been received about:
- Delays in processing applications
 - Time taken to complete the verification process
 - EEA mutual recognition
- 5.6 Registration certificates and cards, Complaints have been received about:
- Quality in printing of certificates and cards
- 5.7 Employer reminder letters – the employer reminder letter is sent to Registrant's employers two weeks before the end of the renewal window if a Registrant has not renewed their registration; this allows the employer to remind the Registrant about renewing. Complaints have been received about:
- Sending of employer reminder letters
- 5.8 An explanation of corrective action is given in Section 7.

6.0 Root cause of complaints

- 6.1 To help HCPC identify where there may be problems with processes or policies, complaints are classified according to where the error that caused the complaint occurred.
- 6.2 Three groups are used to classify complaints, they are:
- HCPC – the HCPC has made a mistake that caused the complaint, or made a mistake whilst addressing the issues raised in the complaint; examples of these would include incorrectly advising a Registrant or incorrectly returning an application form.
 - Registrant or applicant – the Registrant or applicant has made a mistake that has caused their complaint; examples of these would include incorrectly completing a readmission form or returning a renewal form after the renewal deadline.
 - Not applicable – neither the HCPC nor the Registrant are at fault in the issues brought to light by the complaint, examples of these would include complaints where HCPC has followed its approved processes or one of HCPC's rules does not allow the outcome that the complainant is requesting.
- 6.3 During the review period, the breakdown of root cause of complaints was as follows:
- HCPC – 43 complaints
 - Registrant/applicant – 32 complaints
 - N/A – 51 complaints



7.0 Corrective action

- 7.1 The majority of complaints that we received during the review period were not as a response to a mistake made by HCPC.
- 7.2 Given the volume of transactions that take place across HCPC, human error is often at fault in complaints where HCPC have made an error. In these cases, additional training was the most appropriate form of corrective action.
- 7.3 HCPC starts from a position of trying to correct any error that we have made; for example if a registration form has been returned incorrectly by HCPC, we will ensure that the form is processed on receipt.
- 7.4 Especially when responding to complaints where HCPC has not made an error, a clear explanation of our processes can often clarify the situation for a Registrant. Explaining our processes can ensure that we are seen to be transparent and fair with all Registrants, so that it doesn't appear that we been unduly lenient or unduly harsh in carrying out processes. It is important to reiterate to Registrants that all Registrants are treated equally. A summary of the timeline of events and contact to ensure a balanced picture is portrayed.
- 7.5 It is important, regardless of why a complaint has been made, that we offer Registrants assistance where possible. In many complaint responses, managers have offered to call Registrants and assist them with, for example, the online renewal portal.
- 7.6 During this review period, corrective action has included further training for employees, reviewing the arrangements and quality controls of our outsourced printers and changes in processes for improved communication with Registrants. The Registration department continue to use a modular online training programme for ensuring consistent training across the department. A project is currently in initiation to allow the Registration department to use the current systems to automate the processing of readmission forms to significantly decrease processing times.
- 7.7 The feedback we receive from Registrants and other stakeholders is very useful for considering changes to systems and processes in the future; although the suggestions Registrants have made about the online renewal portal cannot be put in place immediately, they will be used when the online renewal portal is reviewed at a later date.
- 7.8 Logging feedback also gives the opportunity for HCPC, in cases where we have received a complaint and have followed our processes, to consider whether we think our policy and procedures are reasonable and proportionate. Reviewing feedback at the EMT meetings gives the opportunity to look at feedback in a broader way.
- 7.9 Logging feedback also gives the opportunity to feed back issues that may have occurred across two departments, and to communicate about the best way forward for resolving a complaint and looking for improvements.

8.0 Positive feedback

- 8.1 During the review period we logged 30 pieces of positive feedback. These included cards and emails thanking employees for many contributions. Positive feedback was received for various departments throughout HCPC, for a huge range of activities.
- 8.2 Examples of this include positive feedback received from Registrant's thanking Registration advisors help with renewing online, stakeholders thanking members of the Policy & Standards department for giving presentations and Registrants expressing appreciation about the introduction of the online renewal portal.
- 8.3 The table below shows how many pieces of positive feedback have been logged during the last 6 years.

2006	23
2007	23
2008	35
2009	68
2010	70
2011	72
2012 (to June)	27

9.0 Conclusion

- 9.1 HCPC saw a reduction in complaints received compared with the same period 2 years ago from 153 to 126, with a comparative increase in the Register of 2.8%.
- 9.2 HCPC received 126 complaints, which represents 0.06% of the Register.
- 9.3 Overall the HCPC receives a relatively small number of complaints compared to the number of transactions carried out. As an example of the number of transactions that are undertaken at HCPC, the Registration team took 5,825 international phone calls, 56,195 UK phone calls and processed 33,843 paper renewal forms during this review period. HCPC errors were a factor in 43 of the complaints received, this equates to less than 0.04% of the total example transactions above.

Summary

This paper represents complaints received for the period 1 September to 30 September 2012.

Negative feedback (complaint) – implying that the organisation, its goals and values have not reached those that could reasonably be expected by external stakeholders.

1) Complaints

We received 80 complaint letters which is above the monthly average of complaints received each month. We received 71 Registration related complaints, 3 Fitness to Practise related complaints, 4 complaints for the Communications department and 2 complaints for the Policy & Standards department.

2) Main areas of negative feedback

(a) Fees – complaints were received about:

- the size of HCPC's registration fee (specifically in comparison to the GSCC's registration fee)
- being required to pay HCPC, having already paid the GSCC

3) Customer Service Standard

80 out of 80 complaints received in September 2012 are closed. 79 out of 80 complaints were responded to within our customer service standard of 15 working days.

4) Root cause analysis

The primary reason for the complaint has been assigned to the HCPC, the applicant or Registrant, or cannot be assigned as external causes such as industrial action or legislation are the root cause.

(a) 12 out of 80 complaints were due to HCPC's errors (15%)
Examples of these are: customer service issues and incorrectly advising Registrants.

(b) 3 out of 80 complaints were due to Registrant's errors (4%)
Examples of these are: failing to correctly complete forms and return them on time.

(c) 65 out of 80 complaints (81%) were not applicable to a root cause.

Scope of report

Feedback in this report relates to ISO 9001 clause 7.2.3 (c).

Table 1: Closed complaints

No.	Ref	Ticket date	Dept	Summary description of complaint	Summary of Response	Response Time	Root analysis
UK REGISTRATION							
1	2845 [] CH	3 Sep	UK REG	Complaint from a Registrant [] about being required to pay fees to both the GSCC and HCPC for registration for the same time period.	The manager explained that there had been no transfer of monies from the GSCC and that it was the Department of Health and the GSCC's decision to continue charging when the GSCC was closing. The manager highlighted that non-subsidised regulation was more expensive for the Registrant with either regulator and with the GSCC was likely to have risen to around £200.	0 days	N/A
				Background information and corrective action (where applicable): Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.			
2	2846 [] DW	3 Sep	UK REG	Complaint from a Registrant [] regarding the online renewal portal; the Registrant was receiving an error message when attempting to login.	The manager explained that without specific details about the problem it would be difficult to know what had occurred, he supplied details for the Registration department and suggested that the Registrant telephone the Registration department.	0 days	N/A
				Background information and corrective action (where applicable): Assistance offered and alternative method of renewing suggested.			
3	2847 [] DW	3 Sep	UK REG	Complaint from a Registrant [] about being required to pay fees to both the GSCC and HCPC for registration for the same time period. The Registrant also complained about the higher fees charged by HCPC. The Registrant requested that we go to the DH to negotiate about the situation.	The manager explained that there had been no transfer of monies from the GSCC and that it was the Department of Health and GSCC's decision to continue charging when the GSCC was closing. The manager confirmed that the DH had approved the approach to fees.	1 day & 5 days	N/A
				Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.			
4	2848 [] DW	3 Sep	UK REG	Complaint from a Registrant [] about the online renewal portal; the Registrant had been unable to login to his online account to renew.	The manager explained that without specific details about the problem it would be difficult to know what had occurred, he supplied details for the Registration department and suggested that the Registrant telephone for help with renewing.	0 days	N/A
				Background information and corrective action: Assistance offered and alternative method of renewing suggested.			

5	2850 [] CH	3 Sep	UK REG	Complaint from a Registrant [] about being required to pay fees to both the GSCC and HCPC for registration for the same time period.	The manager explained that there had been no transfer of monies from the GSCC and that it was the Department of Health and the GSCC's decision to continue charging when the GSCC was closing. The manager highlighted that non-subsidised regulation was more expensive for the Registrant with either regulator and with the GSCC was likely to have risen to around £200.	0 days	N/A
				Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.			
6	2851 [] CH	3 Sep	UK REG	Complaint from a Registrant [] about being required to pay fees to both the GSCC and HCPC for registration for the same time period.	The manager explained that there had been no transfer of monies from the GSCC and that it was the Department of Health and the GSCC's decision to continue charging when the GSCC was closing. The manager highlighted that non-subsidised regulation was more expensive for the Registrant with either regulator and with the GSCC was likely to have risen to around £200.	0 days	N/A
				Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.			
7	2852 [] DW	5 Sep	UK REG	Complaint from a Registrant [] about being required to pay fees to both the GSCC and HCPC for registration for the same time period.	The manager explained that there had been no transfer of monies from the GSCC and that it was the Department of Health and the GSCC's decision to continue charging when the GSCC was closing.	2 days	N/A
				Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.			
8	2853 [] DW	5 Sep	UK REG	Complaint from a Registrant [] asking to voluntary deregister. The Registrant was working in Education and the registration fees were a barrier to her renewing her registration.	The manager explained that there had been no transfer of monies from the GSCC and that it was the Department of Health and the GSCC's decision to continue charging when the GSCC was closing. The manager supplied the necessary information for the Registrant to de-register.	1 day	N/A
				Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.			

9	2854 [] JW	5 Sep	UK REG	Complaint from a Registrant [] regarding the online renewal portal; the Registrant was receiving an error when attempting to login.	The manager explained the background around online renewal portal and confirmed that no problems had been reported with the system. The manager requested that she send screenshots of the problem to allow him to investigate further.	2 days	N/A
Background information and corrective action: Checked usage logs and noticed she renewed her registration online on 4/9/12 (after she sent email to us). Asked her to email me screenshots of any errors she may experience in future so I can investigate further.							
10	2855 [] CH	5 Sep	UK REG	Complaint from a Registrant [] about being required to pay fees to both the GSCC and HCPC for registration for the same time period. The Registrant had registered with the GSCC just before the GSCC was abolished; the Registrant complained about being asked to pay the full fee and requested that they should pay the 50% discounted fee for new graduates. The Registrant requested a contact at the DH whom they could complain to.	The manager explained that there had been no transfer of monies from the GSCC and that it was the Department of Health and the GSCC's decision to continue charging when the GSCC was closing. The manager explained that the fees were set in the Registration and fees rules and we would not be changing them. The response gave the details of the DH's complaints department.	3 days 10 days & 2 days	N/A
Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.							
11	2856 [] CH	5 Sep	UK REG	Complaint from a Registrant [] about being required to pay fees to both the GSCC and HCPC for registration for the same time period. The Registrant also complained about the higher fees charged by HCPC.	The manager explained that there had been no transfer of monies from the GSCC and that it was the Department of Health and GSCC's decision to continue charging when the GSCC was closing. The manager highlighted that non-subsidised regulation was more expensive for the Registrant with either regulator and with the GSCC was likely to have risen to around £200.	0 days	N/A
Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.							
12	2860 [] DW	5 Sep	UK REG	Complaint from a Registrant [] about being required to pay the full registration fee, the Registrant had registered with the GSCC just before the GSCC was abolished.	The manager explained that there had been no transfer of monies from the GSCC and that it was the Department of Health and the GSCC's decision to continue charging when the GSCC was closing. The manager explained the graduate discount and direct debit payments.	1 day	N/A
Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register. Provided link to website regarding fees and explanation of direct debit so full fees not all paid at one.							

13	2864 [] CH	5 Sep	UK REG	<p>Complaint from a Registrant [] about the size of the HCPC's registration fee, and being required to register with the HCPC. The registrant had paid for three years of GSCC registration and was in her first year of that registration.</p> <p>Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.</p>	<p>The manager explained the background to the transfer; The manager explained that there had been no transfer of monies from the GSCC and that it was the Department of Health and GSCC's decision to continue charging when the GSCC was closing. The manager highlighted that non-subsidised regulation was more expensive for the Registrant with either regulator and with the GSCC was likely to have risen to around £200.</p>	1 day	N/A
14	2865 [] CH	5 Sep	UK REG	<p>Complaint from a Registrant [] about the size of the HCPC's registration fee, the Registrant also complained that there is no reduction for part-time workers.</p> <p>Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.</p>	<p>The manager explained the background to the transfer; The manager explained that there had been no transfer of monies from the GSCC and that it was the Department of Health and GSCC's decision to continue charging when the GSCC was closing. The manager highlighted that non-subsidised regulation was more expensive for the Registrant with either regulator and with the GSCC was likely to have risen to around £200.</p>	0 days	N/A
15	2868 [] DW	5 Sep	UK REG	<p>Complaint from a Registrant [] about being required to pay fees to both the GSCC and HCPC for registration for the same time period. The Registrant requested that the registration fees paid to the GSCC should be refunded or that his registration should be renewed when the GSCC registration would have finished.</p> <p>Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.</p>	<p>The manager explained that there had been no transfer of monies from the GSCC and that it was the Department of Health and the GSCC's decision to continue charging when the GSCC was closing. The manager highlighted that HCPC's registration fee is one of the lowest across the health and social care regulators.</p>	1 day	N/A
16	2871 [] CH	5 Sep	UK REG	<p>Complaint from a Registrant [] about being required to pay fees to both the GSCC and HCPC for registration for the same time period. The Registrant had not received their welcome pack and second renewal letter and requested that these be re-sent.</p>	<p>The manager explained the background to the transfer; The manager explained that there had been no transfer of monies from the GSCC and that it was the Department of Health and GSCC's decision to continue charging when the GSCC was closing. The manager highlighted that non-subsidised regulation was more</p>	2 days	N/A

					expensive for the Registrant with either regulator and with the GSCC was likely to have risen to around £200. The manager asked the Registrant to contact her again if she had not received the second renewal letter so a paper renewal form could be sent.		
Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.							
17	2877 [] CH	5 Sep	UK REG	Complaint from a Registrant [] about the size of the HCPC's registration fee, the Registrant asked for information about the benefits of being registered. The Registrant requested assistance with renewing.	The manager explained the background to the transfer; The manager explained that there had been no transfer of monies from the GSCC and that it was the Department of Health and GSCC's decision to continue charging when the GSCC was closing. The manager highlighted that non-subsidised regulation was more expensive for the Registrant with either regulator and with the GSCC was likely to have risen to around £200. The manager asked the Registrant to contact her if she required a paper renewal form.	0 days	N/A
Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.							
18	2884 [] DW	3 Oct	UK REG	Complaint from a Registrant [] about the size of the HCPC's registration fee. The Registrant was unemployed and concerned about how they would afford the fee.	The manager explained that there had been no transfer of monies from the GSCC and that it was the Department of Health and the GSCC's decision to continue charging when the GSCC was closing. The manager highlighted that HCPC's registration fee is one of the lowest across the health and social care regulators.	0 days	N/A
Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.							
19	2886 [] CH	6 Sep	UK REG	Complaint from a Registrant [] about being required to pay fees to both the GSCC and HCPC for registration for the same time period. The Registrant requested information why the registration fees paid to the GSCC were not returned or taken into consideration for the current year.	The manager explained the renewal process and transfer and the dates for renewing registration. The manager explained that the HCPC and GSCC are separate organisations, and the payment to the GSCC related to registration with them only. The manager also explained that there had been no transfer of monies from the GSCC and the Registrant would need to pay HCPC registration fees. The	0 days	N/A

					manager highlighted that non-subsidised regulation was more expensive for the Registrant with either regulator and with the GSCC was likely to have risen to around £200.		
Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.							
20	2890 [] DW	7 Sep	UK REG	Complaint from a potential applicant doing supervised practice overseas. The applicant was unhappy that the supervised practise would not be accepted by the BPS thereby not allowing her to complete a UK application for registration with the HCPC.	The manager confirmed that the qualification that the applicant had taken was historically approved with supervised practice. The manager explained that completing supervised practice abroad may allow the applicant to submit an international application form if the BPS would not accept the international supervised practice and ratify her log book.	2 days	N/A
				Background information and corrective action: Information and options for registering provided.			
21	2891 [] CH	7 Sep	UK REG	Complaint from a Registrant [] about information received from HCPC and non-responsiveness, the Registrant was requesting information about whether doing CPD in her home would breach her tenancy agreement.	The manager explained that all the Registrant's queries had been answered in previous emails. The manager clarified the role of the HCPC and which topics she would and would not be able to comment on.	11 days	N/A
				Background information and corrective action:			
22	2895 [] CH	7 Sep	UK REG	Complaint from a Registrant [] about being required to pay fees to both the GSCC and HCPC for registration for the same time period. The Registrant requested that the GSCC registration fees be refunded.	The manager explained that there had been no transfer of monies from the GSCC and the Registrant would need to pay HCPC registration fees. The manager highlighted that non-subsidised regulation was more expensive for the Registrant with either regulator and with the GSCC was likely to have risen to around £200.	1 day	N/A
				Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.			
23	2896 [] CH	7 Sep	UK REG	Complaint from a Registrant [] about the online renewal portal, the Registrant expressed website was unhelpful, and requested assistance renewing. The registrant complained about being required to pay fees to both the GSCC and HCPC for registration for the same time period.	The manager explained the renewal process and transfer and the dates for renewing registration. The manager also explained that there had been no transfer of monies from the GSCC the Registrant would need to pay HCPC registration fees. The manager highlighted that non-government subsidised regulation was more	1 day	N/A

					expensive for the Registrant with either regulator, and with the GSCC was likely to have risen to around £200.					
Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.										
24	2900 [] CH	7 Sep	UK REG	Complaint from a Registrant [] about being required to pay fees to both the GSCC and HCPC for registration for the same time period. The Registrant requested that the fees paid for GSCC registration be transferred to cover some HCPC registration fees.	The manager explained the renewal process and transfer and the dates for renewing registration. The manager also explained that there had been no transfer of monies from the GSCC the Registrant would need to pay HCPC registration fees. The manager highlighted that non-government subsidised regulation was more expensive for the Registrant with either regulator, and with the GSCC was likely to have risen to around £200.	1 day	N/A			
Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.										
25	2902 [] JW	7 Sep	UK REG	Complaint from a Registrant [] about the change from the GSCC's myGSCC system to the HCPC's CPD system, the Registrant requested copies of all the information he had inputted onto the GSCC website. The Registrant also requested information about fees.	The manager explained the differences between the GSCC and HCPC systems. The manager also explained that there had been no transfer of monies from the GSCC. The manager highlighted that HCPC's registration fee is one of the lowest across the health and social care regulators.	7 days	N/A			
Background information and corrective action: Corrective action: Briefly explained difference between GSCC PRTL and HCPC CPD requirements, send him two booklets on CPD, explained our online system doesn't allow CPD to be recorded, yet. Included a bit about the fees too.										
26	2904 [] CH	10 Sep	UK REG	Complaint from a Registrant [] about being required to pay fees to both the GSCC and HCPC for registration for the same time period. The Registrant also complained that they would not receive the new graduate 50% discount though they qualified in 2011.	The manager explained the renewal process and transfer and the dates for renewing registration. The manager also explained that there had been no transfer of monies from the GSCC and the Registrant would need to pay HCPC registration fees. The manager highlighted that non-government subsidised regulation was more expensive for the Registrant with either regulator, with the GSCC was likely to have risen to around £200.	2 days	N/A			
Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.										

27	2909 [] DW	11 Sep	UK REG	<p>Complaint from an applicant [] about the grandparenting deadline. The applicant was unhappy that her application would not be accepted after the deadline.</p> <p>Background information and corrective action:</p>	The manager explained that the deadline had been widely publicised and that HCPC would not be able to extend it.	1 day	REG
28	2912 [] DW	11 Sep	UK REG	<p>Complaint from a Registrant [] about the online renewal portal. The Registrant was unable to go past the payment section of the renewal process.</p> <p>Background information and corrective action: explaining which button to click in the online portal</p>	The manager explained where the Registrant had reached in the online renewal process; he explained which button to press to complete the payment and renewal.	3 days	N/A
29	2915 [] CH	11 Sep	UK REG	<p>Complaint from a Registrant [] about being required to pay fees to both the GSCC and HCPC for registration for the same time period. The Registrant also complained about the higher fees charged by HCPC and expressed that it is "a disservice to social workers" during a recession.</p> <p>Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.</p>	The manager explained the renewal process and transfer and the dates for renewing registration. The manager explained that there had been no transfer of monies from the GSCC and that it was the Department of Health and GSCC's decision to continue charging when the GSCC was closing. The manager highlighted that non-subsidised regulation was more expensive for the Registrant with either regulator and with the GSCC was likely to have risen to around £200.	0 days	N/A
30	2917 [] JW	12 Sep	UK REG	<p>Complaint from a Registrant [] regarding lapsing following renewal; the Registrant sent a cheque to HCPC after the renewal window had closed; this cheque was not found in the Registration department. The Registrant included proof from the [] Post Office that the letter had been delivered.</p> <p>Background information and corrective action: Advised she needs to go apply for readmission. Was unable to locate cheque supposedly delivered on 6 Aug 12, but even if we had received this, it was after the deadline and she would have lapsed. Agreed to waive £115 as I couldn't locate the cheque, and she included proof from [] PO that it was delivered. Advised her to send readmission form for my attention and I would check for completeness.</p>	<p>The manager explained that the registration window had closed before the payment had been sent or received and therefore the Registrant would still need to go through readmission. The manager waived the £115 readmission fee.</p> <p>The Registrant thanked the manager for their "great help and consideration".</p>	9 days	HCPC

31	2918 [] JW	12 Sep	UK REG	<p>Complaint from a Registrant [] about the online renewal portal; the system would not accept the Registrant's codes and the Registrant needed to request a paper renewal form.</p> <p>Background information and corrective action: Advised previous codes are now invalid. Advised her to wait until she received both new codes and suggested she phone us when they arrive so we can guide her through the activation/renewal process.</p>	<p>The manager apologised for any inconvenience caused; the manager explained that new codes had been generated for her and suggested that she may like to call the Registration team to be talked through the online renewal process.</p>	3 days	N/A
32	2920 [] JW	12 Sep	UK REG	<p>Complaint from a Registrant [] about the online renewal portal; the Registrant did not have all the information that she required in order to renew her registration online.</p> <p>Background information and corrective action: Explained all SWs were sent TWO letters and clarified that both codes are needed to access online system. Sent her activation code by email and in an enclosed, separate letter (attached above). Suggested she phone us if she needs any assistance in activation/renewal process. Also deleted spaces either side of hyphen in her name, as requested.</p>	<p>The explained that two letters and codes are required to access the online portal and supplied both codes for the Registrant.</p>	3 days	N/A
33	2921 [] CH	12 Sep	UK REG	<p>Complaint from a Registrant [] about the size of the HCPC's registration fee, because she worked part-time she was unhappy about paying the full fee.</p> <p>Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.</p>	<p>The manager explained the background to the Register and transfer and highlighted that non-government subsidised regulation was more expensive for the Registrant with either regulator, and with the GSCC was likely to have risen to around £200. The manager explained that HCPC has considered whether we should offer a discounted fee for those working part-time, or on a career break, but the costs associated with providing such a system would inevitably be passed on to all Registrants.</p>	3 days	N/A
34	2923 [] RH	12 Sep	UK REG	<p>Complaint from a Registrant [] about the size of the HCPC's registration fee, the Registrant was about to go on maternity leave and requested information about whether she would need to pay the full fee.</p>	<p>The manager explained the background to the Register and transfer and highlighted that non-government subsidised regulation was more expensive for the Registrant with either regulator, and with the GSCC was likely to have risen to around £200. The manager explained that HCPC has considered whether we should offer a discounted fee for those working part-time, or on a career break, but the costs associated with providing such a system would inevitably be passed on to all Registrants.</p>	0 days	N/A

				Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.			
35	2929 [] CH	13 Sep	UK REG	Complaint from a Registrant [] about being required to pay fees to both the GSCC and HCPC for registration for the same time period.	The Director explained that the Registrant had already been informed over the telephone and in writing the background to the transfer and the reasons why he would also need to pay fees to the HCPC to remain registered. The Director reiterated that the Registrant would need to renew their registration in order to use the title "social worker".	2 days	N/A
				Background information and corrective action:			
36	2930 [] CH	13 Sep	UK REG	Complaint from a member of the public about not being supplied with information about the previous registration of a Registrant.	The manager apologised that the information was not given out as requested and explained that she had spoken to the advisor concerned.	2 days	HCPC
				Background information and corrective action: The manager spoke to the RA involved and re-iterated to all RA's the process for giving out information about previous renewal cycles.			
37	2931 [] DW	14 Sep	UK REG	Complaint from a Registrant [] about the size of the HCPC's registration fee, the Registrant commented that other regulators include other benefits with their registration, for example professional indemnity insurance. The Registrant requested contact details for HCPC's regulator.	The manager explained that there had been no transfer of monies from the GSCC and that it was the Department of Health and GSCC's decision to continue charging when the GSCC was closing. The manager gave information about the College of Social work, HCPC In Focus and CHRE's contact details.	3 days	N/A
				Background information and corrective action:			
38	2936 [] JW	14 Sep	UK REG	Complaint from a Registrant [] regarding lapsing after a renewal window; the Registrant was living in [] and did not return a cheque payment on time.	The manager explained that the Registrant had been lapsed as he had not renewed appropriately before the deadline; the manager supplied information about renewal and readmission, and offered advice on how to avoid lapsing in the future.	2 days	REG
				Background information and corrective action:			
39	2938 [] CH	17 Sep	UK REG	Complaint from a potential applicant about the list of acceptable character referees; the student felt that the policy of requesting a character reference from	The manager explained that the list was not exhaustive. The manager suggested that the student wait until the end of their course and	2 days	N/A

				the list was potentially racist, ageist and discriminatory.	then contact us again during the application process if there were any issues with finding a character reference, if this was the case they could complete a statutory declaration.		
Background information and corrective action: The list of acceptable character referees is not exhaustive, and this is stated in the guidance notes. Registration has a process for those people who cannot find a suitable character referee.							
40	2939 [] JW	17 Sep	UK REG	Complaint from a Registrant [] about the online renewal portal; the Registrant felt that the HCPC were providing a much more expensive and inferior service than the GSCC had done.	The manager explained how to renew using the online renewal portal; the manager suggested calling the Registration department if she needed further assistance.	5 days	N/A
Background information and corrective action: We advised we haven't stopped taking new registrations and explained how she can access the portal. Suggested she may want to phone us up so we can guide her through the activation/renewal process.							
41	2940 [] DW	17 Sep	UK REG	Complaint from a Registrant [] about the size of the HCPC's registration fee, the Registrant requested information about the services she would receive for her registration payment.	The Director explained that the HCPC is aware of the costs of registration and therefore attempts to be as efficient as possible; the Director highlighted that HCPC's registration fee is one of the lowest across the health and social care regulators.	1 day	N/A
Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.							
42	2942 [] JW	17 Sep	UK REG	Complaint from a Registrant [] about receiving an incorrect code for accessing his online renewal account.	The manager explained the background to the online renewal portal, that the Registrant's account had been locked and that new codes would be generated. The manager advised the Registrant to wait until he had received both codes and then call the Registration team for assistance.	1 day	N/A
Background information and corrective action: Explained account locked and new codes on the way. Suggested he contact us when he gets new codes so we can guide him through activation/renewing online.							
43	2943 [] JW	18 Sep	UK REG	Complaint from a Registrant [] about the size of the HCPC's registration fee, the Registrant felt that the cost was disproportionate to the service and requested information about what discounts were available.	The manager explained that the HCPC is aware of the costs of regulation and therefore attempts to be as efficient as possible. The manager highlighted that non-government subsidised regulation was more expensive for the Registrant with either regulator, and with the GSCC was likely to have risen to around £200. The manager provided information about tax relief.	4 days	N/A

				Background information and corrective action: We explained our fees are higher than GSAC as we do not get a government subsidy, gave information about claiming tax back on our registration fees and sent a "Why your HCPC registration matters" booklet.			
44	2945 [] JW	18 Sep	UK REG	Complaint from a Registrant [] regarding the online renewal portal; the Registrant commented that social workers must register with HCPC and therefore the portal should be functional.	The manager apologised for the difficulties the Registrant had experienced in renewing and explained that we had been experiencing technical difficulties on the day; the online portal and Register had been available intermittently on the day in question. The matter has been resolved by IT. The manager advised that the Registrant had activated his account and not renewed.	3 days	N/A
				Background information and corrective action: We explained and apologised for the technical problems we had on 18/9/12. Explained he has now activated his account but still needs to complete renewal process and explained how he can do this. Suggested he phone us if he experiences problems renewing his registration.			
45	2946 [] CH	18 Sep	UK REG	Complaint from a Registrant [] about being required to pay fees to both the GSAC and HCPC for registration for the same time period. The Registrant also complained about the higher fees charged by HCPC. The Registrant also complained about being asked to pay two years up front if she did not want to pay by direct debit.	The manager explained the background to the Register and transfer. The manager explained that no monies had transferred from the GSAC to HCPC and highlighted that non-government subsidised regulation was more expensive for the Registrant with either regulator, and non-subsidised registration with the GSAC was likely to have been around £200.	7 days	N/A
				Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.			
46	2947 [] CH	19 Sep	UK REG	Complaint from a Registrant [] regarding lapsing following a renewal window; the Registrant was seeking payment for the services of an "employing associate" and other payments incurred during the readmission process.	The manager explained that the Registrant had been lapsed as he had not renewed appropriately before the deadline; the manager supplied a timeline of the events and conversations had with the Registration department, and confirmed that she was satisfied that the correct information had been given out; the manager also confirmed that the Registrant should not practise using a protected title whilst unregistered.	20 days	REG
				Background information and corrective action:			
47	2949 [] DW	20 Sep	UK REG	Complaint from a Registrant [] regarding the size of the registration fee. The Registrant felt that the fee should be £10 a year and on a pro-rata basis. The	The Chief Executive explained that, unlike the GSAC, the HCPC is not government subsidised. The letter explained that providing a system for	2 days	N/A

				Registrant also wrote to her MP, [].	pro-rata payments would inevitably be passed on to all Registrants. Additionally he highlighted that HCPC's registration fee is one of the lowest across the health and social care regulators.		
Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.							
48	2951 [] DW	21 Sep	UK REG	Complaint from a Registrant [] regarding the size of the registration fee, paying by direct debit and renewing online. The Registrant had various queries about whether registration was necessary and the benefits of registration.	The manager explained that the HCPC and GSAC are separate organisations, and the payment to the GSAC related to registration with them only. The manager explained that there had been no transfer of monies from the GSAC and that it was the Department of Health and GSAC's decision to continue charging when the GSAC was closing. The manager highlighted that non-subsidised regulation was more expensive for the Registrant with either regulator and with the GSAC was likely to have risen to around £200. The manager explained the registration and renewal processes.	4 days	N/A
				Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.			
49	2952 [] DW	21 Sep	UK REG	Complaint from a Registrant [] regarding the size of the registration fee, the premium rate Registration department number and the queue to speak to an advisor.	The manager confirmed the fees that the Registrant was being required to pay. The manager highlighted that non-subsidised regulation was more expensive for the Registrant with either regulator and with the GSAC was likely to have risen to around £200. The manager explained that the 0845 number for calling the Registration department is a "local" telephone number.	3 days	N/A
				Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register. Provided additional info re direct debit and the cost of 0845 numbers.			
50	2953 [] CH	21 Sep	UK REG	Complaint from a Registrant [] regarding renewal; the Registrant had been locked out of her online renewal account and called the Registration department to request a paper renewal form, she felt that she was being required by HCPC to renew online or order a paper renewal form online, but wanted to order a form over the telephone.	The manager explained the online renewal and paper renewal based processes. The manager also offered to trace the calls made to the Registration department to investigate further. The manager requested that the Registrant let her know if she had not received her paper renewal form.	1 day	HCPC

				Background information and corrective action:				
51	2957 [] CH	24 Sep	UK REG	Complaint from a Registrant [] regarding the size of the registration fee and not informing potential Registrants of the fees earlier. The Registrant found the online renewal portal arduous and expressed that the renewal letter was not useful.	The manager explained the transfer. The manager explained that there had been no transfer of monies from the GSAC and the Registrant would need to pay fees. The manager highlighted that non-subsidised regulation was more expensive for the Registrant with either regulator and with the GSAC was likely to have risen to around £200.	0 days	N/A	
				Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.				
52	2959 [] CH	24 Sep	UK REG	Complaint from a Registrant [] about being required to pay fees to both the GSAC and HCPC for registration for the same time period. The Registrant also complained about the higher fees charged by HCPC. The Registrant felt that the letters sent out were a waste of money as she had a GSAC online account.	The manager explained the transfer. The manager also explained that there had been no transfer of monies from the GSAC and the Registrant would need to pay fees. The manager highlighted that non-subsidised regulation was more expensive for the Registrant with either regulator and with the GSAC was likely to have risen to around £200. The manager explained that no technology or functionality had transferred from the GSAC so migrated Registrants would need to use HCPC systems.	0 days	N/A	
				Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.				
53	2964 [] CH	24 Sep	UK REG	Complaint from a Registrant [] about being required to pay fees to both the GSAC and HCPC for registration for the same time period. The Registrant had paid £90 in July 2012 and requested information about where the money was.	The manager explained the transfer. The manager also explained that there had been no transfer of monies from the GSAC and the Registrant would need to pay fees. The manager highlighted that non-subsidised regulation was more expensive for the Registrant with either regulator and with the GSAC was likely to have risen to around £200.	1 day	N/A	
				Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.				

54	2965 [] CH	24 Sep	UK REG	<p>Complaint from a Registrant [] regarding their SP annotation being displayed on the online Register, the Registrant had confirmation that their Register entry was annotated, but this was not the case.</p> <p>Background information and corrective action: In order to annotate the Register with SP entitlement, registration advisors are required to check the appropriate flag on a registrant's record in NetReg. Although the advisor in this case confirmed by email that he had taken action, he had not. CH spoke with the advisor to ensure he was clear about the process (which he was). Established that he had intended to update the NetReg record, but forgot to do so. Verified that he was familiar with the process and explained the impact of the mistake. Genuine human error which is unlikely to recur.</p>	The manager apologised for the error and confirmed that the online Register had been amended.	1 day	HCPC
55	2966 [] DW	24 Sep	UK REG	<p>Complaint from a Registrant [] regarding registration renewal; the Registrant had been told that they did not need complete return to practise to renew their registration; his application was returned and he was advised that he would need to complete RTP. The Registrant had a job offer that was dependant on registration.</p> <p>Background information and corrective action:</p>	<p>The manager apologised for the inconvenience that was caused; following information about the Registrant's use of skills and knowledge in the last few years, consultation with colleagues and legal advice, the manager registered the applicant.</p>	<p>1 day 4 days & 1 day</p>	HCPC
56	2968 [] DW	25 Sep	UK REG	<p>Complaint from a Registrant [] re the availability of Registration advisors on the telephones in Registration, the Registrant had called on various occasions and not been able to speak with anyone.</p> <p>Background information and corrective action: Difficulties with the telephone system have since been reported and resolved; the problems were caused by the high level of calls being received and the capacity of the ACD in Registration, the capacity has since been increased and the availability checked.</p>	<p>The manager apologised for the inconvenience caused and explained that 94% of calls had been answered within 30 seconds, the manager gave further contact details and service levels.</p>	2 days	HCPC
57	2969 [] DW	25 Sep	UK REG	<p>Complaint from a Registrant [] requesting voluntary deregistration, the Registrant had called the Registration department asking for the forms but had not received them, on re-phoning the HCPC, the forms were sent by email. The Registrant had wanted to deregister before the next instalment of money was taken by direct debit.</p> <p>Background information and corrective action:</p>	<p>The manager explained that a change of address had been processed incorrectly which led to her deregistration form being posted to Iran rather than Israel, the manager apologised for the error. The error led to the Registrant being unable to return their form before the next DD instalment was taken so the manager arranged for a DD refund.</p>	1 day	HCPC
58	2975 [] DW	25 Sep	UK REG	<p>Complaint from a Registrant [] regarding the online renewal system; the Registrant complained that the system was too secure, by not issuing new access codes via email and that other online services were</p>	<p>The manager apologised that the Registrant had experienced difficulties while trying to renew. The manager confirmed that the Registrant had renewed their registration and that the security</p>	3 days	N/A

				easier to access.	of Registrant's personal information is extremely important.					
				Background information and corrective action: Apology for difficulties using online system and offer of help from registration dept if any future issues. Has successfully renewed now.						
59	2979 [] DW	26 Sep	UK REG	Complaint from a Registrant [] regarding the online renewal system and the service received over the telephone from the Registration department.	The manager apologised for the difficulties experienced with the online renewal portal, and explained that a new set of codes had been issued. The manager asked that the Registrant supply further information for the manager to trace the calls.	4 days	N/A			
				Background information and corrective action: Apology - unable to trace calls on Veritel so asked for number called from and happy to investigate further. Advised paper forms being sent if online difficulties continue.						
60	2983 [] CH	1 Oct	UK REG	Complaint from a Registrant [] regarding paying the full fee whilst volunteering for a local authority; the Registrant highlighted the other costs that were incurred whilst volunteering.	The manager explained that HCPC has considered whether we should offer a discounted fee for those working part-time, or on a career break, but the costs associated with providing such a system would inevitably be passed on to all Registrants. The manager explained that the person would only need to be registered if they were using a protected title.	4 days	N/A			
				Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.						
61	2984 [] CH	1 Oct	UK REG	Complaint from a Registrant [] about being required to pay the full fee and not being eligible for the graduate 50% discount despite qualifying in 2012.	The manager explained that the Registrant was not eligible for a reduced fee as she transferred across from the GSAC Register, she also explained that the fees were set in the Registration and fees rules and we would not be able to change the fee that the person had been requested to pay.	3 days	N/A			
				Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.						
62	2987 [] JW	1 Oct	UK REG	Complaint from a Registrant [] regarding information received over the telephone from the Registration department, the Registrant complained that he was unable to obtain renewal forms and was not given information about his direct debit and about what had happened to money he had	The manager apologised that the Registrant's queries were not answered and requested further information about the telephone calls to allow him to trace the conversations. The manager answered the questions regarding renewal and his direct debit, and explained that	5 days	HCPC			

				paid to the GSCC.	no monies had transferred from the GSCC and therefore he would need to pay the registration fee.					
				Background information and corrective action: Apologised his questions weren't answered when he phoned us, asked for more information (date/time/advisor name/number he called from) regarding the call in order to pursue further. Explained about renewing online but also ordered him a paper form, as that's what he asked for. Answered his other questions about the direct debit and GSCC fees.						
63	2988 [] JW	1 Oct	UK REG	Complaint from a Registrant [] regarding the online renewal portal, the Registrant had tried to logon but was unable to activate his account.	The manager apologised for any difficulties the Registrant had experienced, and confirmed that the Registrant had renewed his registration.	5 days	N/A			
				Background information and corrective action:						
64	2990 [] JW	1 Oct	UK REG	Complaint from a Registrant [] regarding the online renewal portal, the Registrant had tried to logon but was unable to activate her account and had been sent a second set of codes.	The manager apologised for any difficulties the Registrant had experienced, and confirmed that the Registrant had renewed her registration.	5 days	N/A			
				Background information and corrective action: Explained about transfer and that she'll need to renew by 30 November 2012. Explained about renewing online and by paper.						
65	2991 [] JW	1 Oct	UK REG	Complaint from a Registrant [] about being required to pay fees to both the GSCC and HCPC for registration for the same time period. The Registrant requested information about a refund for her GSCC fees.	The manager explained the transfer. The manager explained that there had been no transfer of monies from the GSCC and that it was the Department of Health and GSCC's decision to continue charging when the GSCC was closing. The manager highlighted that non-subsidised regulation was more expensive for the Registrant with either regulator and with the GSCC was likely to have risen to around £200.	0 days	N/A			
				Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.						
66	2992 [] CH	1 Oct	UK REG	Complaint from a Registrant [] about not having a reduction of registration fees for those on a career break.	The manager explained that HCPC has considered whether we should offer a discounted fee for those working part-time, or on a career break, but the costs associated with providing such a system would inevitably be passed on to all Registrants.	3 days	N/A			
				Background information and corrective action: Social workers have had the same registration fees, free period of registration and renewal cycle as other professions that have migrated onto the Register.						

INTERNATIONAL REGISTRATION								
67	2941 [] DW	18 Sep	INT REG	Complaint from an applicant regarding her application for registration; the applicant complained that her application form was returned for changing an incorrect date on her reference. The applicant had taken an IELTS test which did not meet the minimum requirements; the applicant then provided a TOEIC test, by which time the TOEIC was no longer an approved English test.	The manager explained that he had been unable to trace the calls related to this case; he explained the timeline of the changes in the acceptable English exams and the tests that were acceptable, he confirmed that the Registrant would still need to submit a suitable test result.	5 days	HCPC	
				Background information and corrective action: As there was some confusion about what tests we were accepting last summer I've agreed to proceed with the assessment, but advised we that she will still need to present an acceptable test (IELTS/TOEFL) before she can be registered. Also included some background to the change including link to ETC minutes.				
68	2954 [] DW	21 Sep	INT REG	Complaint from an applicant regarding the progress of their application, the applicant felt that the responses they had had about their application were not convincing and that the progress of his application was not being taken seriously.	The manager confirmed that the applicant had been approved for registration. The manager apologised for the delay in completing the application which was mainly caused by delays in receiving verification references. The manager explained how the applicant could become registered.	3 days	N/A	
				Background information and corrective action:				
69	2972 [] DW	25 Sep	INT REG	Complaint from an applicant regarding the outcome of their application assessment, the Registrant felt that some of the recommendations from the assessors were unfair due to the education and experience that the applicant had.	The manager passed on the applicant's comments to the assessors, the manager explained that the assessors could recommend that the applicant be given an adaption period if they were not recommended for full registration.	0 days	N/A	
				Background information and corrective action:				
70	2977 [] DW	26 Sep	INT REG	Complaint from an applicant [] regarding the outcome of their application for registration; the applicant complained that a colleague working in a similar field with a similar educational background had been registered. The applicant supplied their comments about their registration assessment.	The manager explained that the assessors name had incorrectly been included on the record of assessment and this was an error; the manager requested that the applicant disregard the assessment and the applicant was resent to a different assessor.	4 days	HCPC	
				Background information and corrective action:				
71	2981 [] DW	27 Sep	INT REG	Complaint regarding international applications passed on from the GSCC to the HCPC, the writer was concerned that the applicants may need to pay extra fees to the HCPC to have their applications assessed.	The manager explained the work in progress that had been passed over from the GSCC to the HCPC, including the number of applications, processes and that no additional fee had been required to process the application.	11 days	N/A	
				Background information and corrective action:				

FITNESS TO PRACTISE							
72	2911 []	11 Sep	FTP			26 days	N/A
	Background information and corrective action:						
73	2974 []	25 Sep	FTP				N/A
	Background information and corrective action:						
74	2980 []	26 Sep	FTP	Complaint regarding the “hearings and decisions” page on the HCPC website; the person was unhappy that the information is available to share by social media such as Twitter and Facebook.		0 days	N/A
	Background information and corrective action:						
COMMUNICATIONS							
75	2879 XX	5 Sep	COM	Complaint from a Registrant [] regarding posting hard copies of Standards to new Registrants, the Registrant felt that it was an unnecessary waste of money.	The Registrant wanted their complaint logged and did not require a response.	N/A	N/A
	Background information and corrective action: Social workers have had the same information as other professions that have migrated onto the Register.						
76	2948 [] JL	20 Sep	COM	Complaint from a Registrant [] on behalf of a group of []. The group had a selection of queries including: <ul style="list-style-type: none"> • consultation about the fee • the number of social workers who had paid their GSAC fees • the number of people employed by HCPC and the average salary • location of HCPC offices • increase in wages of employees at HCPC because of the transfer • increase in HCPC registration fees 	The Director responded to the queries raised in the letter supplying information about the fees consultation, figures for HCPC employees and employment costs and details about the location of the HCPC office.	7 days	N/A

				Background information and corrective action: Our processes were explained.					
77	2956 [] TG	26 Sep	COM	Complaint from a Registrant [] regarding the online Register and the length of time it takes to locate his Register record.	The manager thanked the Registrant for their feedback; the manager suggested that using the registration number would be a faster way to search the Register and that the issue had recently occurred because the social worker part of the Register is much larger than any of the other groups previously registered. The feedback would be used in the next set of changes to the website.	1 day	HCPC		
				Background information and corrective action: Changes to the online Register will be included in the next web deployment.					
78	2978 [] TG	26 Sep	COM	Complaint from a Registrant [] regarding the online Register and the length of time it takes to locate a person's Registrant record.	The manager thanked the Registrant for their feedback; the manager suggested that using the registration number would be a faster way to search the Register and that the issue had recently occurred because the social worker part of the Register is much larger than any of the other groups previously registered. The feedback would be used in the next set of changes to the website.	14 days	HCPC		
				Background information and corrective action: Changes to the online Register will be included in the next web deployment.					
POLICY & STANDARDS									
79	2910 [] MG	11 Sep	POL	Complaint from a Registrant [] about allowing chiropodists to be registered; the Registrant was concerned that the grandparenting process had caused standards to fall within the chiropodist and podiatrist professions and that there was a general misunderstanding about the difference in skills between chiropodist and podiatrists.	The Director explained that the titles of "chiropodist" and "podiatrist" are registered in the same part of the Register. The Director explained the background to grandparenting and the FTP process in relation to anyone who does not meet the Standards; the Director also clarified that anyone registering now would need to complete a UK approved program and would be eligible to use either title.	3 days	N/A		
				Background information and corrective action: Our processes in relation to the grandparenting processes were explained.					
80	2933 [] MG	14 Sep	POL	Complaint regarding the decision not to maintain a Register of social work students; the person felt that the decision was unsupportive of social work students and would result in a decrease in the number of social work students and placements.	The Director explained that both sides of the student social worker Register had been considered and it had been decided that the Standards of Education and Training was the best way to ensure student FTP. The Director	4 days	N/A		

				<p>advised that no evidence had been observed to suggest that the decision would reduce the number of students or placements.</p> <p>Background information and corrective action: Our processes in relation to the decision-making about student Registers were explained.</p>										

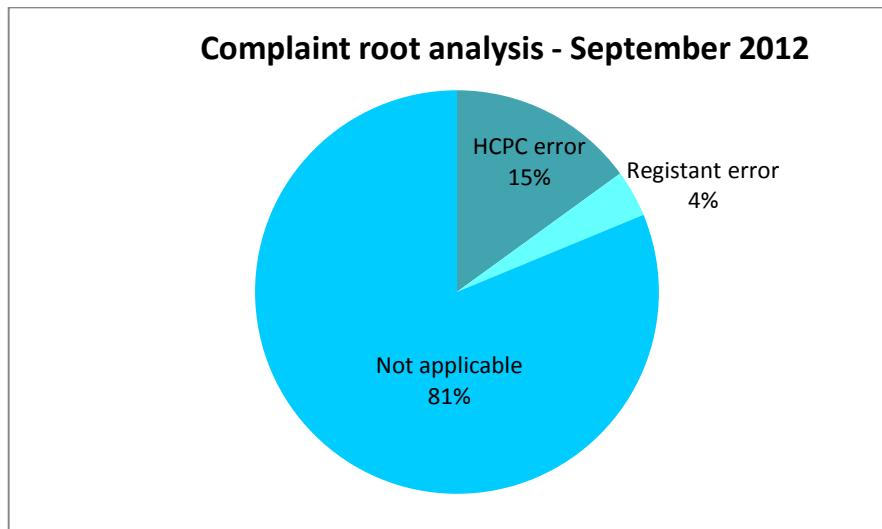
Complaint Analysis

Complaints	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Yearly monthly average
2006	26	20	18	16	32	28	7	16	9	4	4	3	15.25
2007	5	2	11	11	1	3	13	8	28	16	16	9	10.25
2008	28	15	12	29	30	55	26	29	20	14	14	15	26.30
2009	10	6	9	16	9	7	7	19	24	31	21	27	15.50
2010	26	18	30	27	37	17	26	23	15	11	13	13	21.30
2011	23	8	8	5	11	14	12	15	24	16	38	14	15.67
2012	19	15	24	24	24	28	30	41	80				

Table 2: Number of complaints received from January 2006 to September 2012

Root cause analysis

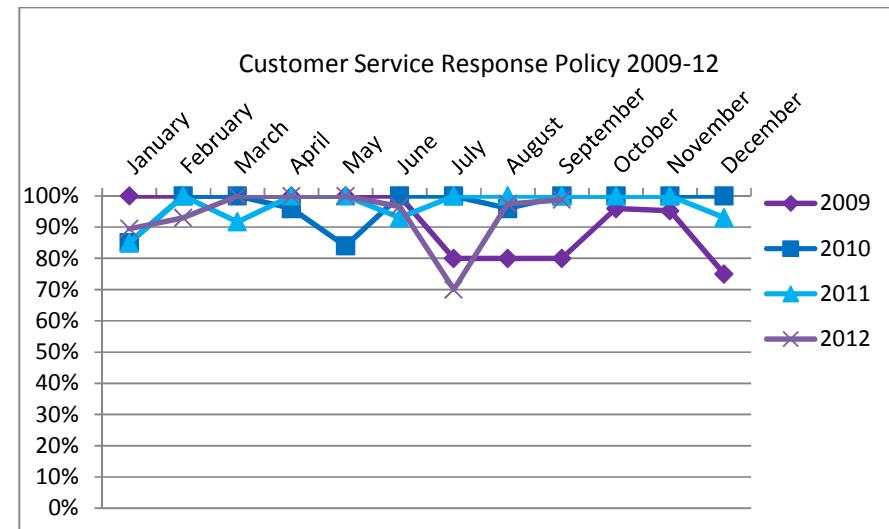
The primary reason for failure to the process that are assigned to either HCPC; the applicant or registrant; or cannot be assigned as external causes such as industrial action or legislation are the root cause.



Graph 1: Root cause analysis for complaints received in September 2012

Customer Service Policy

As an organisation, our aim is to provide the best customer service we can for all our registrants. Our aim is to deal with all complaints in an effective, fair and confidential manner and to respond to letters within 15 working days.



Graph 2: Meeting our customer service response policy target 2009/10/11/12

Breakdown of complaints by profession

Profession	Complaints received
Chiropodist	4
Physiotherapist	2
Practitioner psychologist	2
Social worker	61

Table 4: Breakdown of complaints by profession received in September 2012

Breakdown of complaints by department

Department	Complaints received
Registration (excl International)	66
Registration (International & temporary)	5
Fitness to practise	3
Communications	4
Policy & Standards	2

Table 5: Breakdown of complaints by department received in September 2012

Summary

This paper represents all customer service feedback received for the period 1 August to 31 August 2012.

Feedback in this report includes positive feedback, negative feedback, and letters of request, such as requests for us to explain a process, or letters of recommendation.

Negative feedback (complaint) – implying that the organisation, its goals and values have not reached those that could reasonably be expected by external stakeholders.

Positive feedback – implying that the organisation, its goals and values have matched or exceeded those that could be expected by external stakeholders.

Letters – special consideration and requests in respect of personal circumstances or general letters of request or recommendations.

1) Complaints

We received 41 complaint letters which is above the monthly average of complaints received each month. We received 29 Registration related complaints, 7 complaints for the Communications department, 2 complaints for the Fitness to Practise department and 3 complaints for the Chief Executive's office.

Main areas of negative feedback

- (a) Lapsing – following renewal
- (b) Lapsing – intermediate

2) Letters

11 letter of feedback were logged in August.

3) Letters from MPs

1 letter from an MP was logged in August.

4) Complaints about the GSAC

4 letters about the GSAC were received.

5) Customer Service Standard

41 out of 41 complaints received in August 2012 are closed.
40 out of 41 complaints were responded to within our customer service standard of 15 working days.

6) Root cause analysis

The primary reason for the complaint has been assigned to the HCPC, the applicant or Registrant, or cannot be assigned as external causes such as industrial action or legislation are the root cause.

- (a) 11 out of 41 complaints were due to HCPC's errors (27%)
Examples of these are: customer service issues and incorrectly advising Registrants.
- (b) 5 out of 41 complaints were due to Registrant's errors (12%)
Examples of these are: failing to correctly complete forms and return them on time.
- (c) 25 out of 41 complaints (67%) were not applicable to a root cause.

7) Positive Feedback

We received 2 positive feedback letters.

8) Internal Positive Feedback

No internal positive feedback was logged in August.

Scope of report

Feedback in this report relates to ISO 9001 clause 7.2.3 (c).

Table 1: Closed letters

No.	Ref	Date	Dept	Summary description of complaint	Summary of Response	Res-ponse Time	Root analysis
1	2780 []	1 Aug	CEO	Letter from a Registrant [] and [] regarding the CPD standards, he did not feel that they were robust enough and covered enough current issues that face social workers. The writer was also concerned about the CPD standards and put forward an hours based method as a suggestion for improvement.	The Chair and Chief executive explained the background to the Standards of proficiency as being threshold standards; the letter compared the current CPD standards with an hours based method. The letter offered a meeting to further discuss the issues in the letter.	9 days	N/A
2	2783 []	1 Aug	COM	Letter from a Registrant [] requesting information about why she needed to pay fees to both the GSAC and HCPC in the same year and where the money she had paid for registration fees to the GSAC was.	The Chief Executive explained that there had been no transfer of monies from the GSAC and that it was the Department of Health and GSAC's decision to continue charging when the GSAC was closing; the subject of monies paid to the GSAC could not be commented on.	1 day	N/A
3	2785 []	2 Aug	UK REG	Letter from a Registrant [] requesting that her grandparenting application for an additional domain of the [] Register be considered for registration, after being received after the closing date. She also complained that she was not told of the deadline when she had phoned and that the response to her first letter had not been delivered.	The three responses set out the grandparenting process and that the application could not be processed as it was received after the deadline; the response to her first letter had been sent by special delivery and was re-sent to her; the response explained the wide advertising of the deadline.	1 day 0 days 1 day	N/A
4	2795 []	6 Aug	INT REG	Letter from an applicant requesting information about their application and the amount of time taken to process the application.	The manager explained that the verification checks were not yet complete, the applicant's university had not replied, and the applicant could not be registered until this had happened; the manager chased the verification checks again.	5 days	N/A
5	2799 []	7 Aug	COM	Letter from a Registrant [] regarding the online Register, the Registrant commented on the large number of pages she needed to go through to find her Register entry.	The manager thanked the Registrant for their feedback and assured them that this would be considered in the next set of changes.	2 days	N/A
6	2800 []	7 Aug	COM	Letter from a recruitment agency enquiring about whether first names would be included as part of the Register search.	The manager thanked the Registrant for their feedback and assured them that this would be considered in the next set of changes.	3 days	N/A
7	2804 []	7 Aug	UK REG	Letter from a Registrant in regard to their personal circumstances and payment of the readmission fee.	The manager confirmed (following legal advice) that we would be able to assist, and waived the readmission fee.	1 day	N/A
8	2805 []	8 Aug	COM	Letter from a Registrant [] asking why they needed to pay HCPC and GSAC registration fees with 4 months of registration left on their payment.	The Chief Executive explained that there had been no transfer of monies from the GSAC and therefore HCPC have no access to GSAC monies.	2 days	N/A

9	2808 []	8 Aug	UK REG	Letter from a Registrant [] requesting removal of the work vicinity from the online Register due to the nature of the work being carried out by the Registrant.	The work address was removed immediately and a note placed on NetRegulate to prevent it being re-added.	0 day	N/A
10	2824 []	14 Aug	FTP	Letter from [] requesting information about why [] a Registrant had had a further 6 month suspension and why the same panel member had been on both of the Registrant's panels.	The Director included copies of the hearings for an explanation for why the suspension order had continue; she explained that it was acceptable for the same person to sit on both panels, and provided information about requesting an early hearing.	1 day	N/A
11	2840 []	30 Aug	UK REG	Letter from a Registrant requesting reduced fees for their personal circumstances (voluntary work).	The manager explained that the fees are set in the Registration and Fees Rules and that we would not be reducing them for his personal circumstances; the manager also explained that the GSAC was subsidised by government and their fees did not reflect the true cost of regulation.	3 days	N/A

Letters from []

1	2824 []	14 Aug	FTP	Letter from [] requesting information about why [] a Registrant had had a further 6 month suspension and why the same panel member had been on both of the Registrant's panels.	The Director included copies of the hearings for an explanation for why the suspension order had continue; she explained that it was acceptable for the same person to sit on both panels, and provided information about requesting an early hearing.	1 day	N/A

GSAC complaints

FITNESS TO PRACTISE							
1	GSAC 00001	6 Aug	FTP	Complaint regarding not gaining registration on the GSAC student Register and also complains about her University course and lack of provision of support for her disability.	The standard template letter was sent which explained that we would need further information to re-open a case.	31 days	N/A
2	GSAC 00002	07 Aug	FTP	Complaint regarding the GSAC's handling of a case against several social workers; the response from the GSAC was that there no conduct issue and then no further information was given for this reason before the transfer.	An initial response was sent advising we cannot provide any information regarding the complaint they had opened with the GSAC. The standard template letter was sent which explained that we would need further information to re-open a case.	30 days	N/A

3	GSCC 00003	07 Aug	FTP	Complaint regarding the GSCC's handling of a case against two social workers; the person has now approached us to see if we can help.	An initial response was sent advising we cannot provide any information regarding the complaint they had opened with the GSCC. The standard template letter was sent which explained that we would need further information to re-open a case.	30 days	N/A
4	GSCC 00004	06 Aug	FTP	Complaint regarding the GSCC's closure of the case in which she was the complainant. The complaint sent to GSCC was forwarded to us with no further information.	An initial response was sent advising we cannot provide any information regarding the complaint they had opened with the GSCC. The standard template letter was sent which explained that we would need further information to re-open a case.	31 days	N/A

Positive feedback

Positive Feedback	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Yearly monthly average
2006						4	6	8	2	1	1	1	3
2007	0	1	2	3	2	2	6	3	1	1	1	1	2
2008	1	0	3	5	1	1	2	7	10	3	2	0	3
2009	1	0	1	1	3	3	11	7	9	7	12	13	6
2010	4	1	5	10	7	9	8	5	3	6	8	4	6
2011	4	6	8	8	7	6	3	4	8	6	9	3	6
2012	3	4	5	6	7	2	9	2					

Table 6: Positive Feedback received from June 2006 to August 2012

Positive Feedback

No.	Ref	Date	Dept	Summary of Positive Feedback	Action taken
1	2786 []	2 Aug	POL	Positive feedback for [] and [] for their presentation to a group of social workers, the organiser commented that the group "certainly seemed to get a lot out of the sessions".	Employees congratulated and feedback acknowledged and logged.
2	2790 []	3 Aug	CEO	Positive feedback for [] from [] for the successful transfer of the social work Register to HCPC.	Feedback acknowledged and logged.

Table 7: Positive Feedback received in August 2012