



Compliments & Complaints Policy

Mulberry Play Therapy strives to ensure the highest standards of therapeutic care across all provision. In doing so, Mulberry Play Therapy adheres to the principles of the Play Therapy UK (PTUK) Ethical Framework, this can be found at: <https://playtherapy.org.uk/ethical-framework/>

Compliments

Mulberry Play Therapy hopes that clients, their parents/carers, schools and other organisations are happy with the service provided. Any compliments which you may wish to share can be sent via e-mail: connie@mulberryplaytherapy.co.uk

Complaints

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

Mulberry Play Therapy hopes that anyone who may be feeling unhappy with some aspect of the service provided feels able to discuss their concerns with Constance Bedingfield-Lowe directly. A mutually convenient time can be arranged to discuss any concerns either via the telephone, video call or a face-to-face meeting. Alternatively, concerns may be shared via e-mail: connie@mulberryplaytherapy.co.uk

All complaints will be dealt with and investigated promptly and fairly, as applicable to the nature of the complaint. The complainant will be provided with an account of any findings and any action taken within 28 days of the complaint being made. A written record of this process will be kept in accordance with the principles outlined in Mulberry Play Therapy's Data Protection Policy, detailing the complaint, the action taken and any outcomes; this can be made available to the complainant on request.

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

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

This policy will be reviewed annually.