

# Baby Reflex

## Complaints Procedure



Baby Reflex is committed to the highest possible standards of professional conduct. All members of Baby Reflex strive to maintain these high standards at all times and to adhere to the Baby Reflex Code of Ethics and Behaviour. Any person or persons who wish to make a complaint against a Member of Baby Reflex (Baby Reflex Practitioner) or a complaint against a member of the Baby Reflex Team of Staff will need to adhere to the following procedure -

### **Anyone who wishes to make a complaint must do so in writing.**

Complaints must be made in writing.

Complaints must be sent to Baby Reflex Head Office, High House, The Street, Ewelme, Oxfordshire, OX10 6HQ.

Complaints must be signed by the Complainant and should be dated (with the date of signature).

### **Details Required**

Complaints must contain the address of the Complainant.

We request that the Complainant also provide their other contact details, however, this is not an obligation.

The complaint must provide the name of the Subject of the complaint, if this is known to the Complainant. This is the case whether the Subject of the Complaint is a member of the Baby Reflex Team of Staff or a Baby Reflex Member (Baby Reflex Practitioner).

The cause for complaint must have taken place within the 12 months preceding the date of the complaint.

Please provide as MUCH information as possible regarding the complaint, along with as much supporting evidence of the complaint as is possible.

### **Privacy and Release of Information**

Baby Reflex will need to inform the Subject of any complaint that a complaint has been made against them. It is likely that it will be necessary for the Subject of the complaint to be given the name of the Complainant. However, we will not release the address or contact details of the Complainant to the Subject of the Complaint unless legally obliged to do so.

### **Obligations of Baby Reflex**

Baby Reflex is obliged to confirm receipt of the Complaint in writing with 5 working days of receipt of the complaint.

Baby Reflex will investigate any complaint or dispute as quickly as possible. Baby Reflex will do all that is practicable to have a resolution in place for any complaint with 28 days from receipt of the complaint.

Baby Reflex will inform, in writing, both the Complainant and the Subject of the complaint of the results of their investigation within 5 working days of these results being decided upon.

### **Appeal Procedure**

Any person or persons wishing to appeal against a decision made by Baby Reflex in response to a COMPLAINT must do so in writing.

Appeals must be made within 28 days of receipt of a written decision made by Baby Reflex.

Appeals must be signed by the person or persons making the appeal and the appeal must be dated with the date of signature.

The Appeal must contain as much information regarding the original complaint as well as the basis for appeal as is possible.

All decisions made in connection with an Appeal raised will be made by the Baby Reflex Board and are FINAL.

Explanation of terms used within this procedure:

Complaint – A criticism, protest or objection, grave enough to be considered a grievance

Complainant – The person making the complaint

Subject of the Complaint – The person or persons about whom the COMPLAINT is being made

Appeal – The petition or request for a decision made in response to a COMPLAINT to be reconsidered.