

# Therapeutic Life Story Work International

## Complaints Policy and Procedures Statement

<b>Review Schedule</b>	<b>Every Three Years</b>
<b>Reviewed By:</b>	TLSWuk
<b>Accepted By:</b>	TLSWi
<b>Date of Review:</b>	01.12.2024
<b>Date of Next Review:</b>	01.12.2027

Excellence in the provision of Therapeutic Life Story Work (TLSW) with clients is critical to the positive outcomes of the intervention and ensures that the model of practice is honoured and the fidelity of the approach secured. Core values, skills and approaches are based on the Rose Model of Therapeutic Life Story Work (TLSW).

### Introduction

TLSWi members are required to continually reflect on practice to ensure that they are person centred in their approach to all those that they offer a service to or represent. The role of the TLSWi member is to protect their child/young person/adult (service user) by ensuring honesty, clarity and consistency to all those stakeholders engaged with the best interest of the service user and family.

### Who can make a complaint

This complaints process is not limited to the child/young person or their families. Other people, including Commissioners of TLSW, other TLSW members, TLSW supervisors, and other professional bodies may make a complaint provided that the complaint relates to the provision of services provided.

### How to raise a complaint

A complaint needs to be made in writing. Complaints may also be made by a third party acting on behalf of a complainant, provided that the third party is able to demonstrate they have the appropriate consent to do so.

Complaints should be sent via email to the TLSWuk email address ([tlswuk@tswi.com](mailto:tlswuk@tswi.com)) with the subject marked as "Complaints" so it can be directed to the appropriate people promptly. If you need help making a complaint you should contact [tlswuk@tswi.com](mailto:tlswuk@tswi.com) to ask the Chair or Deputy Chair for advice.

All complaints are recorded and stored at TLSWuk / TLSWi in accordance with the General Data Protection Regulations (GDPR).

## Withdrawal of a Complaint

If a complainant wishes to withdraw their complaint, they must inform TLSWuk. TLSWuk will ask for the complainant to confirm this in writing.

## Confidentiality

Complaints are dealt with confidentially, information is only shared with those relevant to the complaint, the Complaints Officer, the Chair of TLSWuk and/or the Deputy Chair as required, and TLSWi if required.

## Stage one

Formal complaints must be made in writing in the first instance to TLSWuk email address, marked with the subject "Complaints". Once a complaint has been submitted in writing, if it is deemed to be the responsibility of TLSW International rather than TLSWuk, it will be forwarded to the appropriate person in TLSWi to be dealt with.

If the complaint is about the Chair of TLSWuk, it will be forwarded to TLSWi to be dealt with independently of the UK committee.

The Complaints Officer will record the date the complaint was received and will acknowledge the receipt of the complaint in writing within 3 working days.

Within the response, the Complaints Officer will seek to clarify the nature of the complaint, who the complaint relates to, what resolutions have been sought, ask what remains unresolved and what outcome(s) the complainant would like to see.

The Complaints Officer will then inform the TLSW member of the complaint in writing and request their response within 15 working days.

The Complaints Officer will investigate the complaint and aim to find a formal resolution within 60 days.

## Stage Two

If a formal resolution cannot be reached then the complaint will be taken to the TLSWuk chair for a review. The TLSWuk chair may instigate a further investigation.

Both the complainant and the TLSW member will be informed the complaint has been raised to Stage Two.

The TLSWuk chair will seek to find a formal resolution within 60 days.

## Stage Three

If a formal resolution cannot be reached following Stage Two then the TLSWuk chair will forward the complaint to the TLSWi chair. The complaint will be dealt with under the procedures for TLSWi.

## Resolving Complaints

At each stage of this process, the Complaints Officer, TLSWuk chair or TLSWi chair will aim to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld, in whole or in part.

We also may offer one or more of the following if deemed appropriate and necessary:

- An explanation
- An admission that the situation could have been handled differently or better
- An assurance that we will try to ensure the event(s) complained of will not recur
- An explanation of changes made, if any
- An apology

Resolutions can include no further action and the complaint closed, local resolutions such as a letter of advice, an identified further training need, mediation or the commissioned work being transferred to another Practitioner.

Should a training need have been identified then this will be monitored by the members TLSW Supervisor. This will be monitored by way of a 3-month Supervision review with Clinical Supervisory reports. TLSWuk chair will review any further training needs deemed necessary.

## What is Unsafe Practice

Unsafe practice is anything that falls outside of the TLSWi Professional Code of Ethics, TLSWi Competency Policy, TLSWi Equal Opportunities Policy, TLSWi Reflective Practice and the TLSWi Supervision Policy. TLSWi and TLSWuk will uphold all these policies.

## Who is not covered by TLSWuk / TLSWi

Complaints against Therapeutic Life Story Work Practitioners who are not members of TLSWi or TLSWuk will not be dealt with by TLSWi or TLSWuk. The complaint would need directing to the Local Authority or Professional Body who has commissioned the Practitioner to undertake the work.