

Nest Play Therapy

Complaints Policy

Policy in effect from:	November 2025
Date of next review:	November 2026
Policy written by:	Debbie Moore

Purpose of This Policy

This policy explains how concerns or complaints about Nest Play Therapy will be managed. It ensures that children, parents/carers, schools, local authorities, and other professionals have a clear and fair process for raising issues, and that all complaints are handled in line with the ethical and professional standards of the British Association of Play Therapists (BAPT).

Scope

This policy covers complaints relating to:

- The conduct or practice of the Play Therapist
- The quality or delivery of therapeutic sessions
- Communication or administrative issues
- Safeguarding concerns
- Data protection or confidentiality
- Suitability and safety of the provision offered

Principles

All complaints will be:

- Taken seriously and dealt with promptly
- Handled with fairness, transparency and without discrimination
- Treated confidentially, within safeguarding limits
- Managed in accordance with BAPT's Ethical Basis for Good Practice
- Recorded, monitored, and used to improve service quality

The welfare and safety of the child remains the primary concern at all times.

How to Raise a Concern or Complaint

Informal Resolution

Where possible, concerns should first be raised informally with the Play Therapist. You may do so in person, by phone or by email.

Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage.

Formal Complaint

If the issue cannot be resolved informally, or if the complainant wishes to go directly to a formal route, the complaint should be submitted in writing.

Formal complaints should include:

- Name and contact details
- The nature of the complaint
- Relevant dates, times or evidence
- Any attempts already made to resolve the issue
- What outcome is sought

Written complaints can be sent by

Email: nestplaytherapy@outlook.com

or

Letter: Nest Play Therapy, Staverton CofE Primary School, School Lane, Staverton, Trowbridge, Wiltshire, BA14 6NZ

Please see below for a complaint form.

Procedure for Handling a Formal Complaint

Step 1 – Acknowledgement. A written acknowledgement will be sent within 5 working days.

Step 2 – Investigation

The Play Therapist, or an independent professional if appropriate, will:

- Review the complaint
- Gather information and evidence

- Consult with relevant professionals (within confidentiality limits)

Safeguarding concerns will follow statutory procedures immediately and supersede this policy.

Step 3 – Response

A written response will be provided within 20 working days, outlining:

- Findings
- Any actions taken or changes made
- Any further steps the complainant may take if unsatisfied

If more time is required (e.g., due to school holidays or complexities), the complainant will be notified.

Nest Play Therapy may invite you to a meeting to discuss your complaint and to seek a resolution. If you accept that invitation, a friend may accompany you if you wish to help you in explaining the nature of your complaint.

Escalation Options

If the complainant is not satisfied with the outcome, they may escalate to British Association of Play Therapists (BAPT)

If the complaint concerns professional misconduct or breach of the BAPT ethical code, it may be referred to:

BAPT Professional Conduct Committee

Email: info@bapt.uk.com

Phone: 07955-204068

Regulatory or Safeguarding Bodies

Where relevant:

- Wiltshire council (For Child protection or SEND complaints) - <https://www.wiltshire.gov.uk/article/1433/Contact-children-s-services>)
- Local Authority Designated Officer (LADO) - 0300 456 0108
- Police (if the allegation is criminal)
- ICO (for data protection breaches) [Make a complaint | ICO](#)

Confidentiality and Data Protection

Information about complaints will be:

- Handled in accordance with GDPR
- Shared only on a “need-to-know” basis
- Stored securely for a minimum of 6 years, or longer if related to safeguarding

Vexatious or Repeated Complaints

Concerns will always be considered, but the therapist reserves the right to terminate a complaint process if it becomes:

- Malicious
- Harassing
- Repeated without new evidence

Such decisions will be documented and explained in writing.

Learning and Service Improvement

All complaints are reviewed annually to identify:

- Trends
- Areas for improvement
- Training needs
- Policy updates

Review of This Policy

This policy will be reviewed annually or earlier if required by changes in legislation, BAPT guidance, or commissioning requirements.

Approved by



Debbie Moore

Nest Play Therapy

Date: 30.11.25

Nest Play Therapy Complaint Form

Please fill in this form and return it to Nest Play Therapy, who will acknowledge its receipt and inform you of the next stage of the procedure.

Your name:	
Your address:	
Daytime telephone number:	
Evening telephone number:	

Relationship with the provision (eg. Parent of a child accessing the provision):	
Child's name (if relevant to your complaint):	

<p>Please give concise details of your complaint (including dates, name of witnesses etc.) to allow the matter to be fully investigated: You may continue on separate paper or attach additional documents if you wish.</p>	
Number of additional pages attached:	

What action, if any, have you already taken to resolve your complaint? (ie. Whom have you spoken with or written to and what was the outcome?)

What do you hope might reasonably contribute to a resolution of the problem at this stage?

Signature:

Date:

For Nest Play Therapy use

Received by:

Date:

Acknowledged by:

Date:

Complaint referred to:

Name:

Date:

Name:

Date:

Nest Play Therapy Complaint Review Request

Please complete this form and return it to Nest Play Therapy who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:	
Your address:	
Daytime telephone number:	
Evening telephone number:	

Dear sir/madam

I submitted a formal complaint to Nest Play Therapy on

Date:

My complaint was submitted to

Name:

and I received a response from

Name:

on

Date:

I have attached copies of my formal complaint and of the responses from the provision.

I am dissatisfied with the way in which the procedure was carried out because:

Number of additional pages attached:

What do you hope might reasonably contribute to a resolution of the problem at this stage?

Signature:		Date:	
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For Nest Play Therapy use

Received by:		Date:	
Acknowledged by:		Date:	
Complaint referred to:			
Name:		Date:	
Name:		Date:	