

# What UKPHR needs to know

*guidance on notifying us of good practice,  
suggestions for improvement and  
concerns about registrants*

*September 2015*

## INTRODUCTION

We welcome comments, complaints and compliments. They are valuable sources of information and assistance for us. They help us in carrying out our primary purpose of protecting the public.

We want to receive information. We will use it to review registrants' practice and to refine our services. This is because we aim for continuous improvement: improvement in public health practice where regulation can make a difference and improvement in our services where we can make the change needed.

We will take action when a registrant's ability, behaviour or health means that his or her practice could cause a risk of public harm. Action may be taken to correct what is wrong – or the public health professional may be removed from the register altogether if the risk cannot be addressed in some other way.

### WHO CAN SEND US INFORMATION?

Anyone can tell us about praise for good practice, a suggestion for improvement or a concern about a registered public health professional.

If you feel that a public health professional's ability, behaviour or health is not appropriate – tell us!

### WHEN CAN YOU RAISE A CONCERN?

It can be difficult to investigate incidents that occurred a long time ago. For this reason it is best to report any concern you have as soon as possible. This will ensure that any investigation is fair to everyone.

### HOW CAN INFORMATION BE GIVEN TO US?

You can tell us in any of the following ways:

- ❖ Complete **the form** we provide on our website.
- ❖ Contact any member of staff in our office or contact the Registrar. The telephone number for our office is 0121 296 4370
- ❖ To contact the Registrar please direct your communication for the attention of Gill Jones to [register@ukphr.org](mailto:register@ukphr.org) or post it to our address 16a McLaren Building, 46, Priory Queensway, Birmingham B4 7LR.

We will acknowledge receipt and the Registrar will start an investigation if it is a concern. You may be contacted for further information during the investigation.

## WHAT HAPPENS NEXT?

Every contact with us is different so there is no stock answer, but our procedures will be followed consistently.

Praise may be shared with the registrant or registrants concerned and an example of good practice may be spread widely. A suggestion for improvement may affect a registrant, multiple registrants or the way we run the register. The Registrar will decide how best to respond to your idea.

A concern expressed about a registrant's conduct or health will be notified to the registrant in order that we hear the other side. If necessary, witness statements may be collected and formal proceedings may be started. The Registrar has the power to dismiss a complaint if it is plainly unmerited.

In all cases, the Registrar will keep you informed of what is happening and what the Registrar intends to do next. UKPHR will always try to keep to [the timescales it sets out for dealing with complaints](#).<sup>1</sup>

If the Registrar forms the opinion that a registrant's fitness to practise may be impaired, the evidence will be submitted to the Fitness to Practise Panel. This Panel will consider all the evidence. Complainants and registrants are entitled to [request a dedicated contact within UKPHR, to be represented, to attend hearings and to have their say](#).<sup>2</sup>

The Fitness to Practise Panel will announce its decision on the case. The Registrar will send to complainants and registrants confirmation of the Panel's decision and we will publish the decision.

Decisions of the Fitness to Practise Panel may range from dismissing the complaint, taking no further action, placing conditions on a registrant's practise, suspension of registration or removal of the registrant from the register completely.

UKPHR will publish a record of the proceedings, excluding any part of the proceedings held in private. The outcome will be published in the register. These steps are important for several reasons: public protection, transparency, accountability and learning.

An interested party who is not happy about a decision made by the Fitness to Practise Panel has a right to appeal. A notice of appeal must be sent to the Administrator within 20 working days of the date of the Fitness to Practise Panel's decision. Appeals are heard by a separate Appeals Panel.

UKPHR has **Fitness to Practise Rules** and **Appeals Rules** covering the process described here. For more detailed information please see these rules which are available on our website.

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<sup>1</sup> <http://www.ukphr.org/registration/fitness-to-practise/>

<sup>2</sup> Ibid

## OUR OWN PERFORMANCE

As well as welcoming information about registrants, we also welcome comments, complaints or compliments about us. We want to know about your experiences of contacts with our volunteers, paid staff and Board members. In all our procedures, UKPHR aims to achieve quality assured services, a willingness to learn and continuous improvement.

We set out our willingness to act on your views in our **Triple C Policy**. The *Triple C* refers to Comments, Complaints and Compliments. We commit to consider all communications we receive and to respond constructively. We will take any necessary action.

Where we receive complaints, we intend to get the maximum learning from them we can. We will implement the change necessary to avoid making the same mistake again. You telling us about your concern, comment or compliment will help us to refine our services and stick to our commitment to continuous improvement.

It is easy to provide us with your feedback. You can complete our **Triple C form** which you can find on our website or we will send it to you on request. We prefer to have something in writing (including email) for monitoring purposes and we will make a note of a conversation if a third party declines or is unable to file a comment, compliment or complaint. By following this procedure, we can deal with the comments, complaints and compliments we receive efficiently.

### Complaints

We aim to deal with complaints as soon as possible by referring them to the appropriate manager or the Executive Director (if there is no obvious manager). We will acknowledge receipt and notify you who is dealing with your complaint.

If we need to investigate your complaint further, the manager may appoint someone to investigate your claim or may choose to investigate it personally.

If your complaint is about the Executive Director, clearly there is no more senior employee to consider the complaint. In this situation the complaint would be considered by a Board Director or by an external lay or professional person designated by the Chair of the Board.

UKPHR aims to resolve complaints within 28 working days. If more time than this is needed, we will get in touch with you and let you know the progress of your complaint and the reasons for the extension. Once we have reached a solution, we will notify you in writing. We will give further feedback where appropriate.

If you are unhappy with the outcome we would be available to discuss this. With or without such a discussion, there is a right to request a review of our decision.

## Reviews

In most cases, the review will be by the Executive Director unless the Executive Director dealt with the complaint or the complaint is about the Executive Director. In these situations the Chair of the Board will carry out the review. In one specific situation – a complaint about our handling of an application for registration - the review will be by the Registrar.

The reviewer of the complaint may confirm, vary or set aside the original outcome.

Our managers are responsible for keeping records of all comments, complaints and compliments received for monitoring purposes in accordance with the Triple C policy.

The Board is also kept up to date with regards to comments, complaints and compliments received and any actions taken in response to them. This is important for several reasons: public protection, transparency, accountability and learning.

## References

*Triple C Policy*: <https://www.ukphr.org/wp-content/uploads/2018/01/Triple-C-policy-2nd-edition-Jul-2017.pdf>

*Triple C Policy Form*: <http://www.ukphr.org/wp-content/uploads/2015/04/Comments-Complaints-and-Compliments.pdf>

*Fitness to Practice Rules July 2015*: <http://www.ukphr.org/wp-content/uploads/2015/04/Fitness-to-Practise-Rules-July-2015.pdf>

*Appeals Rules July 2015*: <http://www.ukphr.org/wp-content/uploads/2015/04/Appeals-Rules-July-2015.pdf>

## For further information CONTACT:

UK Public Health Register

16a McLaren Building

46 Priory Queensway

Birmingham

B4 7LR

Tel: 0121 296 4370

Website: [www.ukphr.org](http://www.ukphr.org)

Email: [register@ukphr.org](mailto:register@ukphr.org)

September 2015, UKPHR guide to comments, complaints and compliments v2

# UKPHR

## *Public Health Register*

Protecting the public – improving practice



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