

## **Making a complaint about service received from the Health and Care Professions Council**

### **About this form**

You can use this form if you wish to make a complaint or give us feedback about the service you have received from the Health and Care Professions Council (HCPC). You can print this form and complete it by hand, or you can complete the form electronically and return it by email.

You do not have to use this form. Alternatively, you can write to us or email us providing as much information about your complaint as possible.

You can find further information about our complaints and feedback process on our website, including information about how we will investigate your complaint or feedback and what action we might take as a result.

Further information about the complaints process is available on our website at <http://www.hcpc-uk.org/aboutus/customerservice/>

If you wish to discuss your concerns with the Service and Complaints Manager at the HCPC please telephone 020 7840 9708. Please note that we may not be able to give you an immediate response to your concerns over the telephone, but we can discuss the process with you.

## 1. Your details

<b>Name</b>	
<b>Registration number (if applicable)</b>	
<b>Address</b>	
<b>Telephone number</b>	
<b>Email address</b>	

## 2. Details of complaint

<b>Summary of the complaint</b>
<b>Summary of contact with the HCPC (including date / time and employee spoken to if known)</b>

**Please provide a description of what happened**

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### **3. Supporting documentation**

**Have you attached or enclosed any additional documents?**

**Yes**

**No**

If so please provide a summary below and attach copies of any supporting documents.

**Supporting documentation**

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Once you have completed this, please send it to:

Louise Lake  
Director of Council and Committee Services  
The Health and Care Professions Council  
Park House  
184 Kennington Park Road  
London  
SE11 4BU

Or email:  
[feedback@hcpc-uk.org](mailto:feedback@hcpc-uk.org)

We aim to confirm receipt of your feedback within 3 working days.