HiCare

HICARE THERAPY COMPLAINTS POLICY

Effective date: **23 October 2026** · *Version 1.0*

1. About this policy

1.1 This policy explains how to complain about a home physiotherapy or occupational therapy visit booked through HiCare, or about HiCare's booking, payment and support services.

1.2 Therapists are independent, self-employed professionals. Your contract for therapy is with your Therapist, and the Therapist is responsible for your treatment. HiCare acts as the Therapist's booking and payment agent and is responsible for its own services.

2. How to complain

2.1 Tell us in whatever way suits you: email info@hicare.org.uk, phone or text 07778 923980, through the HiCare System, or by post to Complaints, HiCare Ltd, 33 Lower Belgrave Street, London SW1W 0LS. Complaining is free.

2.2 A family member or someone else can complain for you. We will need your agreement before we share your personal or health information with them, unless they have legal authority to act for you.

2.3 Please complain within 12 months of the event, or when you became aware of it. We may still look at a later complaint if it is fair and possible to do so.

2.4 Tell us if you need help to make a complaint, such as large print, an interpreter or more time. We will make reasonable adjustments.

3. Timescales

Step	Timescale
We acknowledge your complaint	Within 3 working days
The Therapist responds (complaints about treatment)	Within 10 working days of our request
We send you a full written response	We aim to do this within 20 working days. If it will take longer, we will tell you why and give you a new date
You ask for a review if you are not satisfied	Within 20 working days of our response
We send you the review response	Within 20 working days of your request

4. How complaints are handled

4.1 **Treatment.** We pass your complaint to the Therapist, who must respond in line with their Health and Care Professions Council (HCPC) standards, including being open and honest and apologising if something has gone wrong. We send you their response and help coordinate it. HiCare does not assess the Therapist's clinical decisions.

4.2 **Bookings, payments and our support.** HiCare looks into these and responds directly.

4.3 **Therapist behaviour.** For complaints about a Therapist's behaviour, such as lateness or rudeness, we ask the Therapist to respond in writing within 10 working days and decide whether they meet our

Therapist Standards. We may give a warning, or suspend or end their access to HiCare and refer the matter to the HCPC. We will tell you the outcome, but not the details of any action taken.

4.4 **Safety.** If a complaint suggests someone may be at risk, we follow HiCare's Therapy Safeguarding Policy straight away. If it concerns your personal data, our Therapy Privacy Policy also applies.

4.5 Depending on the outcome, we may arrange an apology, a refund or credit, or a visit with a different Therapist. Any refund or credit is at HiCare's discretion and does not affect your legal rights. If the Therapist does not respond, we will tell you and may take action under 4.3.

5. If you are still unhappy

5.1 You can ask for a review by a HiCare director or senior person who was not involved in the complaint, where possible. Their response is HiCare's final response.

5.2 Other options:

- **Concerns about a Therapist's fitness to practise:** the HCPC, hcpc-uk.org.
- **Concerns about your personal data:** the Information Commissioner's Office, ico.org.uk.
- **Consumer advice:** Citizens Advice consumer helpline, 0808 223 1133.
- **Legal claims:** the courts, including the small claims track.

5.3 HiCare does not currently use an alternative dispute resolution (ADR) scheme.

6. Records and fair treatment

6.1 We keep a complaints log and keep complaint records for 6 years after closure. We review complaints regularly to improve our services.

6.2 Complaining will never affect your future bookings. If someone's behaviour is abusive or unreasonable, we may limit how they contact us. We will explain this in writing.