



Complaints Policy & Procedure Preziosa Therapia

1. Purpose of This Policy

Preziosa Therapia is committed to providing a safe, ethical, and high-quality service to all individuals, including adults, children, young people, and families. This policy explains how concerns and complaints can be raised, how they will be handled fairly and transparently, and how safeguarding concerns are managed across all areas of service delivery.

2. Scope

This policy applies to all services delivered by Preziosa Therapia, including one-to-one therapeutic work with adults and children, group programmes and workshops, work in schools or community settings, parent and carer support, and both online and in-person services.

3. Who Can Make a Complaint

A complaint or concern can be raised by any person. This includes individuals accessing services, parents or carers, children and young people (with appropriate support), schools, professionals, members of the public, and any staff, associates, or volunteers. There is no requirement to be a direct client or service user. Preziosa Therapia recognises that maintaining safe and effective services is a shared responsibility, and all concerns will be taken seriously.

4. Principles

All complaints are handled promptly, respectfully, and in a trauma-informed and non-defensive manner. The process is fair and transparent, with safeguarding as the overriding priority in all situations.

5. What is a Complaint?

A complaint is any expression of dissatisfaction relating to service delivery, professional conduct, communication, decisions within the work, or concerns relating to safety and safeguarding.

6. Informal Resolution

Where appropriate, concerns can be raised informally by contacting Louise Rippon at louise@preziosatherapia.org. Many concerns can be resolved quickly through open and respectful discussion.



7. Formal Complaints Procedure

If a concern cannot be resolved informally, a formal complaint can be submitted in writing. Complaints should ideally be made within ten working days and include relevant details and any supporting information. All complaints will be acknowledged within three working days. A fair and thorough investigation will then take place, which may involve discussion with relevant parties. A written outcome will normally be provided within ten working days, outlining findings and any actions taken. If the complainant is not satisfied with the outcome, they may escalate the matter to relevant external organisations or safeguarding bodies.

8. Safeguarding Responsibilities (Adults and Children)

Preziosa Therapia works with both children and adults, and safeguarding responsibilities apply across all areas of work. Safeguarding concerns may include risk of harm, disclosures of abuse or neglect, exploitation, coercion, vulnerability, or concerns about professional conduct. Safeguarding will always take priority over complaints procedures.

9. Allegations Against Professionals (LADO Process – Children)

Where a concern relates to an adult working with children and involves harm, potential harm, or behaviour indicating a risk to children, a referral will be made to the Local Authority Designated Officer (LADO). This will be managed in line with procedures set by the Isle of Wight Safeguarding Children Partnership. Immediate safeguarding action will be taken, and internal processes may pause while external investigations are carried out. Preziosa Therapia will cooperate fully with all statutory agencies.

10. Safeguarding Concerns (Adults)

Where concerns relate to adults at risk, Preziosa Therapia will follow local safeguarding procedures, including referral to appropriate adult safeguarding teams, in line with duties under the Care Act 2014.

11. Whistleblowing

Preziosa Therapia supports an open and accountable culture. Whistleblowing refers to raising concerns about unsafe practice, poor safeguarding, professional misconduct, or risks to children or adults. Concerns can be raised directly with Louise Rippon or via email. If concerns relate to Louise Rippon or cannot be raised internally, they should be raised externally via safeguarding channels. All whistleblowing concerns involving risk will be treated as safeguarding matters and referred appropriately. Individuals raising concerns will be treated with respect, and confidentiality will be maintained where possible.

12. Confidentiality



Complaints are handled sensitively and information is shared only where necessary. Safeguarding concerns may require information to be shared in order to protect individuals.

13. Record Keeping

All complaints and concerns are recorded securely, with safeguarding concerns documented in line with statutory guidance. Records are retained in accordance with data protection requirements.

14. Learning and Improvement

Preziosa Therapia is committed to continuous improvement. All complaints and concerns are reviewed to identify learning and strengthen safe and effective practice.

Complaints and Safeguarding Process

When a concern is raised, it is reviewed to determine whether it is a standard complaint or a safeguarding matter. If it is a standard complaint, it will be acknowledged, investigated, and responded to within the stated timeframes, with an option for escalation if required. If the concern relates to safeguarding, immediate action will be taken. Where children are involved, this may include referral to the LADO. Where adults are involved, referral will be made to adult safeguarding services. In these cases, internal processes may pause while external investigations are undertaken.

Key Principle

Safeguarding concerns always take priority over complaints procedures.