

Regulating health, psychological  
and social work professionals

# What you should expect from your health and care professional



**This is a guide for people who use the services of, or are treated by, the following professionals.**

- Arts therapists
- Biomedical scientists
- Chiropodists / podiatrists
- Clinical scientists
- Dietitians
- Hearing aid dispensers
- Occupational therapists
- Operating department practitioners
- Orthoptists
- Paramedics
- Physiotherapists
- Practitioner psychologists
- Prosthetists / orthotists
- Radiographers
- Speech and language therapists

**The health and care professionals listed must meet the standards set by us at the Health and Care Professions Council (HCPC).**

**To check that someone is on our Register, visit [www.hcpc-uk.org/check](http://www.hcpc-uk.org/check)**

Other professionals such as doctors, nurses and dentists are regulated by separate organisations. For a full list of these, visit [www.hcpc-uk.org/about-us/who-we-work-with/other-regulators/](http://www.hcpc-uk.org/about-us/who-we-work-with/other-regulators/)



## This leaflet explains:

- our role;
- what to expect from your health and care professional; and
- what to do if you are unhappy with the care, treatment or other services you receive.

## What is the HCPC?

We are a regulator of health and care professions in the UK. Our role is to protect the public. By law, people must be registered with us to work in the UK in any of the professions listed.

We only register people who meet our standards so that they can practise safely and effectively. We check the quality of training courses so that when someone completes one which meets our standards, we can register them. We also make sure that someone who has trained outside of the UK has met our standards before we register them.



# What can I expect from my health and care professional?

All the professionals on our Register must meet our standards.

This means doing the following things.

## **Treating you as an individual**

- Respecting your needs, wishes and confidentiality.
- Communicating with you in a way you can understand.

## **Being honest and trustworthy**

- Telling you if things go wrong in your care or treatment.
- Doing what they can to put things right.
- Keeping the relationship professional.

## **Putting your safety first**

- Only doing what they know and understand, or referring you to another professional.
- Learning from mistakes.
- Speaking up if they are concerned about your safety.



# What should I do if I am unhappy with an HCPC registered professional?

If you are unhappy with the care or treatment you have received, you can make a complaint to your health and care professional or the organisation they work for. Speak to them first to see if you can settle the problem. Most issues can be dealt with in this way.

It may be possible for you to get support to make a complaint. The 'Other contacts' section at the back of this leaflet provides helpful information.

## What can the HCPC do?

Most professionals on our Register practise safely and meet our standards. On the rare occasions that something goes wrong, anyone can raise a concern with us.

We can act if there are serious concerns about a health and care professional's practice or behaviour. We do this through our 'fitness to practise' process. If we find that an individual has not met our standards, we may take action such as telling a professional to practise in a certain way or to carry out further training. In the most serious cases, we can stop a professional from practising.

You can find information on the types of cases we can consider at [www.hcpc-uk.org/concerns/what-we-investigate/](http://www.hcpc-uk.org/concerns/what-we-investigate/)



**Our contact information is on the back of this leaflet.**

# Contacts

The following organisations may be useful for providing information if you need to raise a concern.

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## **Action Against Medical Accidents**

A charity for patient safety and justice which provides free and confidential advice following a medical accident. They cover both NHS and private healthcare complaint procedures and can advise on referrals to regulatory bodies or legal action.



**Phone: 0845 123 2352**

**Website: [www.avma.org.uk](http://www.avma.org.uk)**

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## **Board of Community Health Council in Wales**

This organisation can provide you with free, confidential help if you have a problem or complaint with NHS services in Wales.



**Phone: 02920 235 558**

**Website: [www.wales.nhs.uk/sitesplus/899/home](http://www.wales.nhs.uk/sitesplus/899/home)**

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## **Citizens Advice**

This service helps people deal with legal, money or other problems by providing free, independent and confidential advice.



**Website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**

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## **NHS Complaints Advocacy in England**

A free, independent and confidential service that can help in making complaints about the NHS in England. They can also direct you to your local Patient Advice and Liaison Service (PALS) who can give you confidential advice and support on health-related matters.



**Phone: 0300 330 5454**

**Website: [//nhscomplaintsadvocacy.org](http://nhscomplaintsadvocacy.org)**

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### **Parliamentary and Health Service Ombudsman**

This organisation carries out independent investigations into complaints made about UK government departments and their agencies, and the NHS in England.



**Phone: 0345 015 4033**

**Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

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### **Patient and Client Council in Northern Ireland**

This organisation can help you make a complaint about health and social-care services in Northern Ireland.



**Phone: 0800 917 0222**

**Website: [www.patientclientcouncil.hscni.net](http://www.patientclientcouncil.hscni.net)**

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### **Patient Advice and Support Service in Scotland**

This service provides free, confidential information, advice and support for anyone wanting to give feedback, make comments, raise concerns or make a complaint about treatment and care provided by the NHS in Scotland.



**Website: [www.patientadvicescotland.org.uk](http://www.patientadvicescotland.org.uk)**

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### **The Local Government Ombudsman**


This is a free and independent service that can investigate complaints about councils and other organisations providing local services.



**Phone: 0300 061 0614**

**Website: [www.lgo.org.uk](http://www.lgo.org.uk)**

## More information

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