



Mid-Cornwall Music Therapy

Complaints Procedure

Emma – HCPC Registered Music Therapist

HCPC Registration Number: AS15349

Email: emma@midcornwallmusictherapy.co.uk

Phone: 07989 881248

1. Our aim

I aim to provide a safe, respectful, professional and effective music therapy service. I welcome feedback, concerns and complaints because they can help me understand what has gone wrong and improve my practice.

Where possible, I encourage you to contact me first so that I have an opportunity to listen, respond and put things right. **You will not be disadvantaged because you have raised a concern or complaint.**

2. Raising a concern with me

If you have a concern about my service, music therapy sessions, communication, attendance, professional boundaries or another aspect of my practice, please contact me directly.

You can contact me by email, phone or in writing. Please provide as much information as you feel able to, including what happened, when it happened and what you would like me to do to resolve the matter.

I will normally acknowledge and respond to a complaint within **10 working days**. If more time is needed, I will explain why and keep you informed.

3. Safeguarding concerns

You do not need to contact me first if your concern relates to the safety or welfare of a child or young person.

If you are worried that a child or young person is at risk of harm, you can contact **Cornwall Council's Multi-Agency Referral Unit (MASSH/MARU)** directly:

MASSH/MARU: 0300 123 1116

Out of hours: 01208 251300

Immediate danger: call 999

Concerns about a person working with children may also be referred to the **Cornwall Local Authority Designated Officer (LADO): 01872 326536 / lado@cornwall.gov.uk.**

I will cooperate fully with safeguarding enquiries and provide information where this is necessary and lawful.

4. Concerns relating to adoption services

If your child's music therapy has been arranged through an adoption service, including **Adopt South West**, you may contact the relevant adoption team directly if your concern relates to the adoption service, its coordination of therapy, funding or decisions.

You do not have to raise a concern with me first where you feel it is more appropriate to contact the adoption service.

5. Concerns about therapy provided in a school or other setting

Where I provide music therapy within a school, college, nursery, care setting or other organisation, you may also raise a concern with the appropriate person within that setting.

This may include the **Headteacher, Designated Safeguarding Lead (DSL), senior leader, complaints officer or relevant manager.**

The organisation's own complaints and safeguarding procedures may be followed alongside, or instead of, my complaints procedure where appropriate.

6. Health and Care Professions Council (HCPC)

I am a **HCPC Registered Music Therapist – Registration Number AS15349.**

The **Health and Care Professions Council (HCPC)** is the statutory regulator for health and care professions in the UK. The HCPC sets professional standards and can investigate concerns about the fitness to practise of professionals on its Register. **Anyone can raise a concern with the HCPC about an HCPC-registered professional.**

If you have a serious concern about my professional conduct, competence, behaviour or fitness to practise, you can contact the HCPC directly. **You do not have to resolve the matter through my complaints procedure first.**

[?url?Raise a concern with the HCPC?turn0search2?](#)

7. British Association for Music Therapy (BAMT)

The **British Association for Music Therapy (BAMT)** is the professional body for Music Therapy in the UK. BAMT provides professional information, guidance and support relating to Music Therapy and the profession.

Where appropriate, you may contact BAMT for information or guidance about Music Therapy as a profession. **BAMT is not the statutory regulator; the HCPC is the statutory regulator for my professional registration.**

8. Confidentiality and information sharing

I will handle complaints respectfully and sensitively and will maintain confidentiality wherever possible. However, information may need to be shared where there is a safeguarding concern, serious risk of harm, a legal requirement, or where sharing is otherwise necessary and lawful.

9. No disadvantage

I will not treat a child, young person, parent, carer or professional less favourably because they have raised a concern or made a complaint.

My aim is always to listen, respond fairly, learn from concerns and maintain safe, respectful and professionally appropriate practice.

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Reviewed: September 2026