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<https://mind-meadow.co.uk>

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Complaints Policy

1. Purpose

To provide clients with a clear, fair, and confidential process for raising concerns or complaints about the counselling service.

2. Scope

This policy applies to all clients receiving counselling services from the practice, including those who have recently ended therapy.

3. Definitions

- **Concern:** An issue that may be resolved informally.
- **Complaint:** A formal expression of dissatisfaction about the service or conduct of the counsellor.

4. Guiding Principles

- Respect, confidential
- Timely resolution.
- Learning and improvement from feedback.

5. Informal Resolution

Clients are encouraged to raise concerns directly with me, if they feel comfortable doing so. Many issues can be resolved through open dialogue.

6. Formal Complaints Procedure

- Submit the complaint in writing (email or letter).

- Include:
 - Description of the issue.
 - Desired outcome.
 - Relevant dates and communications.
- The practice will acknowledge receipt within 5 working days.
- A response will be provided within 21 working days after investigation.

7. Confidentiality

All complaints are handled confidentially and shared only with those directly involved in resolving the issue.

8. Record Keeping

Complaints are documented and retained for a minimum of 18 months for review and quality assurance.

9. External Bodies

If the complaint involves ethical or professional misconduct, clients may contact:

www.bacp.co.uk/about-us/protecting-the-public/professional-conduct/how-to-complain-about-a-bacp-member

If you have any concerns or specific queries regarding this policy please speak to or email me on emma@mind-meadow.co.uk