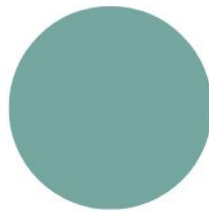




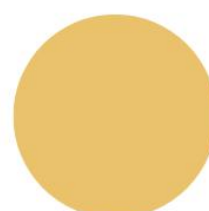
Permission to Pause Counselling and Wellbeing



Pause



Breathe



Begin

COMPLAINTS POLICY

Complaints Policy

At Permission to Pause, I understand the importance of addressing concerns effectively and ensuring continuous improvement in the quality of the services provided. Every client has the right to raise concerns about their experience, and I am committed to handling all feedback transparently and respectfully. As part of my commitment to equality and inclusion, I ensure that no person is discriminated against based on race, colour, ethnicity, nationality, gender, preferences, marital status, age, disability, sexual orientation, religion, political views, or any other characteristic. Raising a concern will never consciously result in any form of discrimination.

As part of the procedure, I want to ensure I fairly address concerns in an honest, open and transparent way, resolve at the earliest opportunity and with a formal apology if deemed necessary. Where appropriate I will provide you with an overview of the actions I have taken, including any changes to policies and procedures as a result of your complaint.

As a member of the British Association for Counselling and Psychotherapy (BACP), I adhere to its Ethical Framework and Professional Code of Conduct. You can learn more about these standards at - <https://www.bacp.co.uk/events-and-resources/ethics-and-standards/ethical-framework-for-the-counselling-professions/>

Procedure

1. If possible, begin by discussing your concern directly with me, your counsellor, to address the issue informally, I would really welcome the opportunity to address any concerns you may have.
2. If you feel that your complaint has not been addressed or resolved as you wish you may escalate the complaint to my membership body the British Association for Counselling and Psychotherapy. Details on filing a complaint can be found on their website at <https://www.bacp.co.uk/about-me/protecting-the-public/professional-conduct/how-to-complain-about-a-bacp-member/>

I will do my best to address your complaint when it is raised, however it may take time to resolve, this will be discussed on a case-by-case basis.

Permission to Pause prioritises everyone's wellbeing and values openness, honesty and candour. Your feedback helps me grow and continue to provide a safe and supportive space for all clients.