

# Kathryn Webb Therapy



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## Complaints policy 2026-2027

**Therapist Name:** Kathryn Webb

**Role:** Independent Counsellor, therapist and advisory teacher

**Location:** United Kingdom (with in person and online services)

### Purpose of This Policy

This policy explains how clients can raise concerns or make a complaint about my therapeutic practice. It ensures transparency, professionalism, and accountability, and aligns with the British Association for Counselling and Psychotherapy (BACP) Ethical Framework and current 2025 UK regulations.

### Commitment to Feedback and Resolution

- I take all concerns seriously and aim to resolve issues professionally, respectfully, and promptly.
- Feedback is welcomed as a tool for growth and improvement.

### How to Raise a Concern or Complaint

#### Step 1 - Informal Resolution

If you feel comfortable, please raise the issue directly with me. Often, misunderstandings can be resolved quickly through open and honest discussion.

#### Step 2 - Formal Complaint

If informal resolution is not possible or satisfactory, you may submit a formal complaint in writing.

Please include:

- Your full name and contact details
- A clear description of your concern
- Dates, relevant events, and any supporting information

Complaints can be emailed or posted. I will acknowledge receipt within 5 working days and aim to respond fully within 14 working days.

### If You Remain Dissatisfied

If you are not satisfied with the outcome, or if your complaint is about professional conduct or ethics, you can escalate it to:

## **British Association for Counselling and Psychotherapy (BACP)**

BACP Customer Services / Professional Conduct Team

Website: [www.bacp.co.uk](http://www.bacp.co.uk)

Email: [professional\\_conduct@bacp.co.uk](mailto:professional_conduct@bacp.co.uk)

Phone: 01455 883300

### **Confidentiality**

All complaints are handled with discretion. Details will only be shared with relevant individuals involved in resolving the complaint. Your confidentiality and right to be heard are respected at every stage.

If something doesn't feel right, please speak to me - I'm here to listen. You can share your concern privately, and I'll do my best to resolve it quickly. If you're still not happy, you can contact the BACP. Your voice matters and your experience matters.

**Review Date:** April 2026

**Next Review Due:** April 2027

For any concerns, please feel free to speak to me directly or reach out by email.