

Complaints Procedure

I am committed to providing a safe, respectful and professional service. If at any point you feel dissatisfied or have concerns about the support provided, I encourage you to raise this with me directly so that we can try to resolve the issue promptly and constructively.

Step 1 – Informal Resolution

Where possible, please speak to me directly or contact me in writing to outline your concern. Most issues can be resolved through open and respectful discussion.

Step 2 – Formal Complaint

If you feel your concern has not been resolved, you may submit a formal complaint in writing. I will acknowledge receipt within 7 working days and aim to respond fully within 28 days.

Step 3 – External Review

If you remain dissatisfied and the complaint relates to my counselling practice, you may refer the matter to my professional body in accordance with their complaints process.

Important

This procedure does not affect your right to pursue independent advice or to raise safeguarding concerns with relevant authorities where appropriate.