



## 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, confidentiality, and fairness.
- 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:

BACP [How to complain about a BACP member Professional conduct procedure](#)

If you have any concerns or specific queries regarding this policy please speak to or email me on [nic@thelistening-ear.co.uk](mailto:nic@thelistening-ear.co.uk).