



Happy Parent and Child Initiative: Compliments and Complaints Policy

Happy Parent and Child Initiative strives to ensure the highest standards of therapeutic care across all provision. In doing so, Happy Parent and Child Initiative adheres to the principles of the British Association for Counselling and Psychotherapy Ethical Framework, this can be found at:

<https://www.bacp.co.uk/events-and-resources/ethics-and-standards/ethical-framework-for-the-counselling-professions/introduction-to-the-ethical-framework/>

Compliments: Happy Parent and Child Initiative hopes that clients, their parents/carers, schools and other organisations are happy with the service provided.

Any compliments which you may wish to share can be done in a few ways:

- Either sent via e-mail: K.Hartgrove@happyparentandchildinitiative.co.uk
- By leaving a review through your fresha or Halaxy account.
- Or by leaving a review on google business page via: <https://g.page/r/CZEiEW3h2KNkEAl/review>

Or by scanning the QR code below:



Complaints: Happy Parent and Child Initiative appreciates that there may be times where children, their parents/carers, a school or other organisation may feel unhappy about some aspect of the service provided.

Happy Parent and Child Initiative hopes that anyone who may be feeling unhappy with some aspect of the service provided feels able to discuss their concerns with Kinsley (Kirsty)



Hartgrove or their therapist directly. A mutually convenient time can be arranged to discuss any concerns either via the telephone, video call or a face-to face meeting.

Alternatively, concerns may be shared via e-mail:
K.Hartgrove@happyparentandchildinitiative.co.uk

All complaints will be dealt with and investigated promptly and fairly, as applicable to the nature of the complaint.

The complainant will be provided with an account of any findings and any action taken within 28 days of the complaint being made. A written record of this process will be kept in accordance with the principles outlined in Happy Parent and Child Initiative Data Protection Policy, detailing the complaint, the action taken and any outcomes; this can be made available to the complainant on request.

If a satisfactory resolution is not able to be reached, any formal complaints can be forwarded to the school/ organisation (If applicable) where your child has been in receipt of therapy from Happy Parent and Child Initiative.

Alternatively, concerns can be raised with BACP directly via telephone or in writing, as outlined in their complaints policy which can be found at: <https://www.bacp.co.uk/about-us/protecting-the-public/professional-conduct/how-to-complain-about-a-bacp-member/>

This policy will be reviewed annually.

Last Reviewed:	23/03/2025
Reviewed by:	K. Hartgrove
Next review date:	23/03/2026