



Whistleblowing & Complaints

Registered company no. 12760014
ICO Registration Number: ZB615860
Reviewed: August 2025

Statement of Commitment

The safety, wellbeing, and rights of children and clients are our top priority. Any concerns about unsafe, unethical, or unprofessional practice will be taken seriously and acted upon.

Whistleblowing

- Anyone can raise a concern about risk, malpractice, or safeguarding.
- In a solo practice, concerns are reported to the relevant external authority, such as:
 - Local Authority Designated Officer (LADO) for safeguarding issues
 - Professional body (e.g., BACP) if it relates to counselling practice
- Concerns are handled confidentially and promptly.

Complaints

- Clients, parents/carers, or stakeholders can raise a complaint verbally or in writing.
- Complaints are acknowledged, investigated fairly, and outcomes communicated clearly.
- Complaints involving safeguarding are treated as a priority and referred immediately.

Principles

- Raising a concern or complaint will not result in retaliation.
- All issues are documented securely, including steps taken and outcomes.

Review

This policy is reviewed at least annually or whenever statutory guidance or organisational practices change.
Next review date: August 2026