

## Complaints Procedure for The Healing Space

The Healing Space is committed to providing a high-quality service to all clients. We understand that sometimes things may not go as expected, and we encourage feedback, both positive and negative, as it helps us to improve our services. This procedure outlines how to make a complaint and how we will handle it.

### 1. Making a Complaint

If you are unhappy with any aspect of the service you have received from The Healing Space, please let us know as soon as possible. You can make a complaint verbally, by phone, or in writing (email or letter). Please provide the following information:

Your name and contact details.

A clear description of your complaint, including what happened, when it happened, and who was involved.

What outcome you are hoping for.

### 2. How to Submit a Complaint

You can submit your complaint to:

Gemma Brown

The Healing Space

[Gemma@thehealingspacetherapy.co.uk](mailto:Gemma@thehealingspacetherapy.co.uk)

07359459004

### 3. Complaint Handling Process

Acknowledgement: We will acknowledge your complaint in writing (email or letter) within 5 working days of receiving it.

Investigation: We will investigate your complaint thoroughly and impartially. This may involve gathering information from relevant parties.

Response: We will provide you with a written response outlining the outcome of our investigation and any actions we will take within 28 working days of the date of your initial complaint. If the investigation takes longer than anticipated, we will inform you of the revised timeframe.

Confidentiality: All complaints will be treated confidentially. Information will only be shared with those directly involved in the investigation.

#### 4. If You Are Not Satisfied

If you are not satisfied with the outcome of your complaint, you can escalate the matter to the following:

For complaints related to professional conduct: You can contact the professional bodies I am a member of:

The British Association for Counselling and Psychotherapy (BACP):  
[complaints@bacp.co.uk](mailto:complaints@bacp.co.uk)/ 01455 883300

The National Counselling and Psychotherapy Society (NCPS): [conduct@ncps.com](mailto:conduct@ncps.com)/  
01903 213683

For other complaints: You can seek independent advice or consult with a solicitor.

#### 5. Record Keeping

We will keep a record of all complaints received and the actions taken. This information will be used to monitor the effectiveness of our complaints procedure and identify areas for improvement.

## 6. Confidentiality and Data Protection

All information relating to a complaint will be treated as confidential and handled in accordance with data protection legislation.

## 7. Accessibility

We are committed to making our complaints procedure accessible to everyone. If you require any assistance in making a complaint, please let us know.

## 8. Policy Review

This complaints procedure will be reviewed annually or as needed to ensure its effectiveness and compliance with best practices.