

Complaints Procedure - The Healing Space Therapy

I aim to provide a safe, professional, and ethical service at all times. If you are unhappy with any aspect of my work, I encourage you to let me know so that your concerns can be addressed fairly.

If you feel comfortable, you can raise your concern with me directly. Many issues can be resolved quickly through open discussion. If you prefer, you may put your complaint in writing. I will acknowledge written complaints within 7 days and aim to provide a full written response within 28 days.

As I work independently, I will review any complaint in consultation with my clinical supervisor to ensure that your concerns are considered carefully and fairly.

If you are not satisfied with my response, or if you would prefer not to raise the matter with me directly, you may contact my professional bodies, both of which have independent complaints procedures:

- **British Association for Counselling and Psychotherapy (BACP):**
www.bacp.co.uk
- **National Counselling & Psychotherapy Society (NCPS):**
www.nationalcounsellingsociety.org

If your concern relates to safeguarding, I have a statutory duty to act in line with child protection and adult safeguarding procedures.

All complaints will be documented and stored securely in line with data protection requirements.