



YORKSHIRE
COUNSELLING
PSYCHOLOGY

Complaints Procedure

At Yorkshire Counselling Psychology, we are committed to providing high-quality care and addressing any concerns or complaints you may have in a fair, timely, and effective manner.

1. How to Make a Complaint

If you are unhappy with any aspect of our service, you can raise your concern by:

- Speaking directly to the clinician or staff member involved.
- Emailing your complaint to contact@yorkshirecounsellingpsychology.co.uk
- Writing to us at Yorkshire Counselling Psychology, 74 Main Street, Burley in Wharfedale, LS29 7BT

2. Acknowledgment

We will acknowledge your complaint within five working days, providing an initial response. If necessary, we will invite you for further discussion to clarify the issues.

3. Investigation

We will conduct a thorough investigation, which may involve reviewing case records, speaking with relevant team members, and consulting any relevant third parties if required (with your consent).

4. Response

You will receive a formal written response within 28 working days of our initial acknowledgment. This will include an explanation of the findings, any actions taken to address the issue, and our proposed resolution. If more time is required, we will inform you of the extended timeline and the reasons for it.

5. Further Action

If you remain dissatisfied with the outcome, you may request a review by a senior clinician or manager. Additionally, you have the right to escalate your complaint to an external regulatory body such as the British Psychological Society (BPS) or the Health and Care Professions Council (HCPC).

6. Confidentiality

All complaints will be handled with strict confidentiality. Information will only be shared with those involved in the investigation and resolution of the complaint.

7. Review and Improvement

We regularly review all complaints and outcomes to ensure continuous service improvement and prevent recurrence of issues.

For any questions or concerns, please contact us at:



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