

Complaints Procedure

1. Purpose

I aim to provide a professional, respectful and effective psychotherapy service. I recognise that clients may occasionally have concerns or complaints about their experience of therapy or about the way their personal information has been handled. I take complaints seriously and will deal with them fairly, respectfully and without unnecessary delay.

2. Raising a complaint

If you have a concern, I encourage you to raise it with me in the first instance. A complaint may be made verbally or in writing. If your complaint concerns the handling of your personal information, you may identify it as a data-protection complaint. You may contact me using the contact details provided for my practice.

3. What happens when I receive a complaint

For a data-protection complaint, I will acknowledge receipt within 30 days; consider the issues raised and make appropriate enquiries without undue delay; keep you reasonably informed about progress where appropriate; and provide the outcome without unjustifiable or excessive delay. The 30-day requirement concerns acknowledgement; it does not mean every complaint must be resolved within 30 days.

4. Investigating a complaint

I will consider the circumstances carefully and objectively. This may include reviewing relevant correspondence, records or other information necessary to understand what happened. I will use only information relevant to investigating the complaint. Where appropriate, I may seek professional or legal advice while maintaining confidentiality and data-protection requirements.

5. Outcome

Once the investigation has been completed, I will explain the outcome to you. Where I consider that something has gone wrong, I will explain what action I intend to take where appropriate. If the complaint cannot be resolved to your satisfaction, I will explain the further options available to you.

6. Data-protection complaints

My data-protection complaints process follows the current requirements of UK data-protection law and ICO guidance: there is a clear way to make a complaint, acknowledgement within 30 days, appropriate investigation, progress information where appropriate, and communication of the outcome without undue delay.

7. Complaining to the ICO

If you remain dissatisfied following my response, or if you believe that I have not complied with data-protection law, you have the right to complain to the Information Commissioner's Office. Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 0303 123 1113. Website: <https://ico.org.uk/>

8. Professional complaints

Where appropriate, you may also raise a professional concern with the relevant professional body or regulatory organisation. I am a Senior Accredited member of the British Association for Counselling and Psychotherapy (BACP), and I practise in accordance with the professional and ethical standards applicable to my practice.

9. Record of complaints

I will keep an appropriate record of complaints received, the steps taken to investigate them and the outcome. Any such record will itself be handled confidentially, securely and in accordance with applicable data-protection requirements.

10. Review

This Complaints Procedure will be reviewed whenever there is a relevant change to data-protection law, BACP requirements or my practice arrangements. Last reviewed: September 2026.