

COMPLAINTS POLICY

I am committed to providing a safe, professional, and ethical counselling and coaching service. I value your feedback and take all concerns seriously. If you are dissatisfied with any aspect of the service you have received, this policy outlines the steps you can take to raise your concern or make a formal complaint.

1. Informal resolution

Many concerns or misunderstandings can be resolved quickly and constructively by discussing them with me directly. I welcome open feedback as an opportunity to improve my practice and ensure our working relationship remains supportive. If you feel comfortable, please raise your concerns during a session or email me to arrange a time to discuss the issue.

2. Formal written complaint

If an informal discussion does not resolve the issue, or if you feel it is inappropriate to address the matter informally, you can submit a formal written complaint. Please email your complaint to claire@clairedebney.com with the subject line 'Formal Complaint'. To help me understand and address your concern effectively, please include your name, contact details, a clear description of the issue (including relevant dates), and details of how you would like to see the matter resolved.

3. Review and investigation

Upon receiving your written complaint, I will acknowledge a formal complaint within 5 working days and will aim to provide a substantive response within 20 working days. If more time is required, I will explain why and keep you informed of progress. Where appropriate, and while maintaining your privacy and strict confidentiality, I may consult my clinical supervisor for independent guidance.

4. External professional appeal

As a professional practitioner, I am registered with and adhere to the ethical standards of the British Association for Counselling and Psychotherapy (BACP). If you remain unsatisfied with the outcome of my investigation, or if you wish to report the matter directly to an independent organisation, you may contact the BACP to make a formal complaint. The BACP has its own complaints procedures and will investigate the matter independently. This is available at <https://www.bacp.co.uk/about-us/protecting-the-public/professional-conduct/how-to-complain-about-a-bacp-member/>

5. Data protection complaints

If your complaint concerns the way I have collected, used, stored, retained or otherwise handled your personal information, you can make a data protection complaint by contacting me at claire@clairedebney.com.

You do not need to use legal terminology or refer to specific data protection legislation when making a complaint. Please provide sufficient information to allow me to understand and investigate your concern, including any relevant dates or correspondence where appropriate.

I will acknowledge receipt of a data protection complaint within 30 days. I will investigate the complaint without undue delay, make appropriate enquiries and keep you informed of progress where necessary.

I will provide you with the outcome of my investigation without undue delay and explain any action taken or proposed in response to your complaint. I will keep an appropriate record of the complaint, the investigation and its outcome.

If you remain dissatisfied following my response, you have the right to complain to the Information Commissioner's Office (ICO). Information about making a complaint to the ICO is available at <https://www.ico.org.uk/make-a-complaint/>