

Care To Listen Complaints Procedure

Complaints Handling Policy

Our complaints policy

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may pursue your complaint with the BACP.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. We will speak to all our staff who may be concerned in the issue you raise
3. The Service Directors will then invite you to a meeting to discuss and hopefully resolve your complaint. They will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, the Service Directors will write to you to confirm what took place and any solutions s/he has agreed with you.
5. If you do not want a meeting or it is not possible, Operational Service Director will send you a detailed written reply to your complaint, including their suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the Organisation to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the B.A.C.P.

Email: bacp@bacp.co.uk

Call: 01455 883300

Mail: British Association for Counselling and Psychotherapy, BACP House, 15 St John's Business Park, Lutterworth, Leicestershire, LE17 4HB, United Kingdom