

## Complaints Procedure

Riverwood Counselling and Wellbeing Practice recognises the importance of effective complaints management as both a tool and a source of information for service improvement. The practice recognises the right of clients to raise issues of concern about the services provided.

The Riverwood Counselling and Wellbeing Practice complaints procedure is available to all service users of the Practice and enables them to raise any concerns about service provision, including matters relating to discrimination in any form.

The equality and diversity policy of the practice is that no person (client, staff member or customer) is discriminated against, either directly or indirectly, on the grounds of their race, colour, ethnic or natural origin or nationality, gender, marital status, age, disability, sexual orientation, religious or political beliefs, disability or offending background. No person should be discriminated against for making a complaint.

We work within the Ethical Framework and Professional Code of Conduct of the British Association for Counselling and Psychotherapy (BACP) which may be viewed on [www.bacp.co.uk](http://www.bacp.co.uk)

If you are dissatisfied with our service or have any concerns regarding your counselling, in the first instance please discuss this with your counsellor.

If you continue to be dissatisfied you can request to meet with a Director of the practice who is not involved in your client/counselling relationship.

### Aims of the procedure

The aims of the procedure are to:

- Encourage local resolution in as many cases as possible
- Be simple, open and accessible
- Be accountable
- Be non-adversarial
- Be fair to all parties involved and avoid allocating unnecessary blame to individuals
- Lead to prompt resolution
- Lead to service improvement

### Successful resolution

A successful resolution at any stage of the procedure should:

- Be honest
- Be fair to all parties
- Include an apology and/or other form of recompense if appropriate
- Include corrective and/or preventive action or provide a clear and honest explanation of what has happened and why further action is not appropriate.

### Procedure

Stage 1: If appropriate, raise the concern with the counsellor involved.

Stage 2: If unable to resolve it with the counsellor involved then please send the complaint in writing addressed: FAO Complaints Manager, Riverwood Counselling and Wellbeing



Practice, 8a The Green, Eaton Ford, St Neots, CAMBS, PE19 7AF or email [feedback@riverwoodcounselling.co.uk](mailto:feedback@riverwoodcounselling.co.uk) . This will be dealt with independently and by a different member of staff to whom the complaint is regarding.  
Stage 3: Complaint via the British Association of Counselling and Psychotherapy form and procedure can be found here: <http://www.bacp.co.uk/crs/complaints.php>

We aim to get back to any formal complaints raised following the above procedure by 14 working days.