

JC Therapy
Complaints Policy



Introduction

At JC Therapy, I am committed to providing a professional, ethical, and high-quality counselling service. I value all client feedback, recognising that it provides an opportunity to reflect on my practice and continually improve the service I offer.

I understand that there may be occasions when a client is dissatisfied with an aspect of the counselling they have received. If this occurs, I am committed to ensuring that concerns and complaints are handled promptly, fairly, respectfully, and confidentially.

As a registered counsellor, I am a member of a recognised professional body and practise in accordance with its Ethical Framework and Code of Conduct. My professional membership reflects my commitment to maintaining the highest standards of ethical practice, professionalism, and client care.

Policy Statement

JC Therapy is committed to providing counselling services that meet the needs and expectations of every client. I encourage open communication and welcome constructive feedback to help ensure my practice remains safe, effective, and responsive.

All complaints will be:

- Taken seriously and treated with respect.
- Acknowledged promptly.
- Investigated fairly, impartially, and objectively.
- Managed confidentially and in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
- Resolved as quickly as reasonably practicable.

Making a complaint will not adversely affect a client's access to, or treatment within, the counselling service.

Definitions

Complaint

A complaint is an expression of dissatisfaction or concern relating to any aspect of the counselling service provided by JC Therapy. This may include concerns regarding professional conduct, communication, administration, service delivery, or any other aspect of the client's experience.

Complainant

A complainant is any individual or organisation raising a concern or complaint regarding the counselling services provided by JC Therapy.

Making a Complaint

Where possible, clients are encouraged to raise concerns directly with me in the first instance, as many issues can be resolved through open and respectful discussion.

If you wish to make a formal complaint, please submit it in writing by email to:

Email: jc.therapylb@outlook.com

Your complaint should include:

- Your name and contact details.
- A clear description of your complaint.
- Relevant dates and details of the events involved.
- Any supporting documentation or evidence.
- The outcome you are seeking, where appropriate.

If you feel that your complaint cannot be resolved directly with me, or you remain dissatisfied with the outcome, you may also contact my professional membership body and follow its formal complaints procedure.

Professional Membership Body: NCPS

Membership Number: NCS23-04707

Complaint Handling Procedure

Upon receiving a formal complaint, I will:

1. Acknowledge receipt of your complaint within **48 hours** (excluding weekends and public holidays where applicable).
2. Confirm the complaints process and provide an estimated timescale for resolving the matter.

3. Conduct a fair, impartial, and thorough investigation, gathering all relevant information before reaching a decision.
4. Maintain confidentiality throughout the investigation, sharing information only where necessary to investigate the complaint or where disclosure is required by law or professional obligations.
5. Keep you informed of the progress of the investigation.
6. Provide a written response outlining the outcome of the complaint and any actions taken.

I aim to resolve complaints within **seven working days** of receiving all relevant information. If the complaint is particularly complex and requires additional time, I will explain the reasons for the delay and provide an updated timescale.

Resolution of Complaints

If a complaint is upheld, I will take appropriate action to address the issues identified. This may include reviewing procedures, implementing changes to practice, undertaking further professional development, or taking any other reasonable steps necessary to improve the service provided.

If a complaint is not upheld, I will provide a clear written explanation outlining the reasons for the decision.

Where appropriate, I will also advise the complainant of any further options available, including referral to my professional membership body.

Learning and Continuous Improvement

Complaints provide an opportunity to reflect on my professional practice and improve the quality of the services I provide.

Where appropriate, themes or trends identified through complaints will be reviewed to help inform changes to policies, procedures, and working practices, supporting continuous professional development and service improvement.

Review and Monitoring

This Complaints Policy will be reviewed annually, or sooner if there are changes to relevant legislation, professional guidance, or the operation of JC Therapy.

A confidential record of complaints received will be maintained in accordance with data protection legislation. Information gathered through this process will be used to monitor the effectiveness of this policy and identify opportunities for ongoing improvement.

Conclusion

JC Therapy is committed to providing a transparent, accessible, and responsive complaints process. I welcome feedback as an opportunity to improve my practice and remain committed to providing counselling services that are safe, ethical, professional, and centred on the needs of every client.