

Complaints policy and procedure

Overview

We pride ourselves as a professional independent service working with a wide range of clients and hope that we deliver our charter, aims and objectives. From time to time there may be an occasion when a client is not happy with the service, they receive from us as an organisation or specifically from the counsellor or therapist they have been working with.

All of our policies and procedures are available online and we are open and transparent with these from the initial referral we receive. We discuss our way of working and policy on refunds, cancellations and complaints early on with each client and make them fully aware of what to do should they have a problem.

In the first instance we ask that the complaint is raised with the therapist the client is working with if they are not happy with something, they should make this clear and state what they want to happen. Our team is trained in how to handle complaints and as independent therapists they can share the complaint confidentiality in supervision.

If you have a complaint about the service you receive or any other matter then please contact the centre Clinical Director at the address below or email us at complaints@lifeinaction.co.uk

All complaints will be treated in line with our policy and kept confidential as per our privacy policy.

How we handle your complaint

We will contact you to discuss the complaint you have and ask you what you would like us to do about the matter in question. We will consider all points you raise and ask you where possible to provide us with any evidence of the matter so we can fully investigate.

We operate a 5-day response time to the initial complaint and then we ask that you allow up to 28 days for an outcome. This allows us to thoroughly investigate the matter before we come back to you.

Our address is:

Suite 1 Elmer House

Finkin Street Grantham

NG31 6QZ

Please address these to the Centre Director in the first instance