**Complaint & Feedback Procedure**

Counselling With Grace is committed to providing high-quality counselling services and values all feedback, both positive and constructive. Your input helps enhance the experience for current and future clients.

### **Scope of Complaints & Feedback**

Clients may provide feedback or raise complaints regarding:

* Any interactions with Grace Wooden in a professional capacity.
* Experiences during the counselling process at Counselling With Grace.
* Content on the Counselling With Grace website ([www.counsellingwithgrace.co.uk](http://www.counsellingwithgrace.co.uk/)) or social media pages.

Recognising that the therapeutic process may involve discussing challenges within the client-counsellor relationship, all concerns will be addressed with care and professionalism.

### **Raising a Complaint**

Clients are encouraged to discuss concerns directly with Grace Wooden in the first instance.

#### **Informal Complaints**

* Clients may raise concerns during their counselling session.
* If a client prefers not to discuss issues in person, they may submit concerns via email, WhatsApp message, or voice note.

#### **Formal Complaints**

If an informal resolution is not satisfactory, a formal complaint may be submitted:

* **Email:** grace-counselling@outlook.com
* Include:
	+ A clear description of the complaint.
	+ Expected resolution or outcome.
	+ Full name and contact details.
* Alternatively, a Complaints Form can be requested via email.
* Written complaints are preferred to ensure proper documentation. If this is not possible, alternative arrangements can be discussed.

#### **Support for Complaints**

* Clients may request support in raising a complaint, including having a trusted friend or advocate assist in the process.
* If needed, accommodations can be made to ensure the complainant feels comfortable and supported throughout the process.

### **Response to Complaints**

#### **Expected Response Times**

* Informal complaints will be acknowledged within **3 working days** and responded to as soon as possible.
* Formal complaints will be acknowledged within **5 working days**, with a full response provided within **14 working days**. If further investigation is required, the complainant will be kept informed of the progress.

#### **Confidentiality Assurance**

* All complaints will be handled with strict confidentiality, ensuring that only those directly involved in the resolution process will have access to the details.
* Client complaints may be discussed in clinical supervision to ensure ethical practice and to support professional development. However, all identifying details will be anonymised to maintain client confidentiality.
* No information will be shared without the complainant’s explicit consent, except where legally required.

#### **Informal Complaints**

* Responded to via the same medium received, where possible.
* In-person or phone discussions may be arranged if more appropriate.

#### **Formal Complaints**

* A written response will be provided via email, addressing the concerns raised.

#### **Escalation of Unresolved Complaints**

If a client feels their formal complaint has not been resolved adequately, they may contact the National Counselling and Psychotherapy Society for further guidance:

* **Website:** [NCPS Complaints Process](https://ncps.com/complaints/complaints-process)
* **Email:** conduct@ncps.com
* **Phone:** 01903 213683

### **Providing Feedback**

Feedback is welcomed and can be shared through the following channels:

#### **Google Reviews**

* Clients may submit reviews on Google.
* Anonymity cannot be guaranteed, so clients should consider privacy before posting.
* **Review link:** [Google Feedback](https://g.page/r/CVgl903tediyEAE/review)

#### **Direct Feedback**

* Feedback can be submitted via the contact form on the Counselling With Grace website or emailed to grace-counselling@outlook.co.uk.
* Feedback will remain private unless explicit consent is given for it to be shared as a testimonial.

Counselling With Grace appreciates all feedback and remains dedicated to providing a safe and effective counselling experience.