



## Hill Counselling Service

Your Source for Personal Growth

### **Complaints Procedure**

Hill Counselling Service recognises the importance of effective complaints management as both a tool and a source of information for service improvement. The service recognises the rights of clients to raise issues of concern about the services provided.

Hill Counselling Service complaints procedure is available to all users of the service 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 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 or offending background. No person should be discriminated against for making a complaint.

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

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

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 myself either verbally or in writing.

Stage 2: Complaint via the British Association of Counselling and Psychotherapy, the form and procedure can be found here: <http://www.bacp.co.uk/crs/complaints.php>