

CARE TO TALK COUNSELLING

COMPLAINTS POLICY

Introduction

Dominique Allen is committed to providing high-quality service to clients from her private practice Care to Talk Counselling. She recognizes the importance of feedback and takes complaints seriously as they provide an opportunity for continuous improvement. This policy outlines the procedures for handling complaints related to her private practice. As a counsellor, she takes complaints seriously and, as such, she is a member of a Professional Body to ensure she adheres to a high standard of professionalism and abides by their Ethical Code of Conduct.

Policy Statement

Dominique Allen is committed to providing counselling that meets the needs and expectations of her clients. She encourages open communication and constructive feedback to ensure the quality and effectiveness of her private practice. All complaints will be handled promptly, fairly, and confidentially.

Definitions

Complaint

An expression of dissatisfaction or concern about the content, delivery, or administration of a counselling service provided by Dominique Allen.

Complainant

An individual or organization making a complaint regarding the service received from Dominique Allen.

Making a Complaint

Complaints in the first instance should be submitted in writing via email to Dominique Allen. You can email her at xxxxxxxxx. At this point, the complainant may also want to contact her Professional Membership Body (currently NCPS) and lodge a complaint there too. Her membership number is NCS19-08423. Complaints should include details such as the nature of the complaint, relevant dates, and any supporting evidence or documentation.

Complaint Handling Procedure

Upon receiving a complaint, Dominique Allen will acknowledge receipt within 48 hours, and she will provide an estimated timeframe for resolving the complaint. Dominique Allen will investigate the complaint impartially and thoroughly, gathering relevant information.

Confidentiality will be maintained throughout the complaints process, and information will only be disclosed on a need-to-know basis. Dominique Allen will aim to resolve complaints within 7 days of receipt. However, complex complaints may require additional time for investigation and resolution. The complainant will be kept informed of the progress of the complaint and notified of the outcome once a resolution has been reached.

Resolution of Complaints

If the complaint is upheld, Dominique Allen will take appropriate corrective action to address the issue and prevent recurrence. If the complaint is not upheld, Dominique Allen will provide a clear explanation of the decision to the complainant.

Learning and Improvement

Dominique Allen will use feedback from complaints to identify areas for improvement in her private practice. Trends and patterns identified through complaints will be reviewed regularly to inform changes to policies, procedures, and delivery of her services.

Review and Monitoring

This complaints procedure and policy will be reviewed annually to ensure its effectiveness and relevance. Dominique Allen will monitor the number and nature of complaints received and use this data to evaluate the effectiveness of her private practice.

Conclusion

Dominique Allen is committed to providing a transparent and responsive process for handling complaints related to her private practice. She encourages open communication and feedback to help her improve the quality and delivery of her private practice.