

Complaints Policy

At Deal and Walmer Counselling Services, we are committed to providing a safe, respectful, and ethical service to all clients. If you are unhappy with any aspect of your experience, we encourage you to raise your concern so that we can address it promptly and appropriately.

1. Informal Resolution

If you feel comfortable, please speak directly to your counsellor or group facilitator in the first instance. Many concerns can be resolved quickly through open and respectful conversation.

If your concern relates to a shared service or the organisation as a whole (e.g. group work, admin process), you can also contact us via our shared email:
info@dealandwalmercounselling.co.uk

2. Making a Formal Complaint

If informal resolution is not possible or you wish to make a formal complaint, please email us with the following details:

- Your name and contact details
- The nature of your complaint
- When the issue occurred
- Any relevant communication or context
- What outcome you would like to see

We will acknowledge your complaint within 7 working days and aim to respond fully within 21 working days. In some cases, additional time may be needed, but you will be kept informed.

3. How We Handle Complaints

Complaints will be reviewed by a designated member of our team who is not directly involved in the issue. We aim to respond with care and fairness and will keep a confidential record of all complaints.

Where appropriate, we may offer a meeting, written response, or mediation.

4. Escalation

If your complaint relates to a specific counsellor and cannot be resolved internally, you may

escalate your concerns to their professional membership body (e.g. BACP, UKCP, NCPS), in line with their code of ethics.

Each counsellor is individually accountable to their own governing body, which can review complaints independently.

If your concern relates to how your personal data has been handled, you may also contact the Information Commissioner's Office (ICO) at www.ico.org.uk.

5. Our Commitment

We welcome feedback and take all complaints seriously. We are committed to learning from concerns and improving our services in response.