



YOUTHLINE COUNSELLING SERVICE

Complaints Policy

We aim to provide a free confidential service that is efficient, effective and courteous. If you are less than satisfied with the service that we provide we want to know. Please speak to us so that we can resolve your concerns as soon as possible.

If we cannot resolve matters informally, you may want to make a formal complaint. A complaint may be generally defined as an expression of dissatisfaction with the actions, decisions or apparent failings of Youthline's provision that requires a formal response.

Please forward your complaint in writing to either the Head of Counselling Services or Head of Operations at 7 Portman Close, Bracknell, Berkshire, RG42 1NE. An acknowledgement within five working days setting out when we anticipate responding to you more fully.

We will ensure that:

- All complaints are dealt with efficiently.
- Complaints are properly investigated.
- Complainants receive a timely and appropriate response.
- Complainants are told the outcome regarding the investigation of the complaint.
- An apology is given if required.
- Appropriate action is taken where necessary.

If you are not satisfied with the response you receive, please forward your complaint to the Chair of Trustees at Youthline. In some cases, you may be advised to direct your complaint about counselling to the British Association for Counselling and Psychotherapy (BACP).

Policy Date: _____ Policy Review Date: _____

Signature: _____ Name: _____