

COMPLAINTS PROCEDURE

A TIME 4 YOU is committed to providing a high quality, professional counselling service for young people, parents and staff. Although we always aim to deliver the very best service possible, there may be times when you feel the standard is unsatisfactory. This leaflet therefore explains what to do if you have a complaint.

Because counsellors have access to sensitive and personal information, we operate a specific internal procedure for handling complaints from young people and or parents/carers and staff. If you are dissatisfied with any aspect of A TIME 4 YOU please refer to the procedure below.

How to make and resolve a complaint

If you're not happy with the level of care and/or service that you have received from A TIME 4 YOU then please tell us at the earliest opportunity to ensure that we have the best possible chance of resolving your complaint and/or concern.

In many cases complaints and immediate concerns can be resolved by having an informal discussion with the member of staff that you are dealing with and/or by speaking to their immediate line manager if you remain dissatisfied. If your complaint/concern cannot be resolved informally and/or if it is of a more serious nature then you have the right to make a formal complaint. A formal complaint must be addressed to the named OPERATIONS DIRECTOR of A TIME 4 YOU, Laura Huller - info@atime4you.co.uk

When we receive an informal or formal complaint, we will:

- Take the time to carefully listen to and understand your complaint.
- Acknowledge your unhappiness and/or dissatisfaction.
- Aim to resolve your complaint/concern as quickly as possible.
- Diligently investigate your complaint and get back to you within 10 working days, and/or inform you the reason why the investigation process will exceed this time frame.
- Look towards improving our practice, services and processes as a result of your complaint/concern raised.
- Work towards achieving a positive resolution/outcome where practicable.

Formal complaint process and timescales

A formal complaint should normally be received by the OPERATIONS DIRECTOR no later than 3 months from the date the incident or cause for concern first occurred. However, this timeframe might be extended if there is a genuine reason why the complainant was not able to make the complaint during this period. Where a matter of law may have been broken, A TIME 4 YOU will refer the complaint to the appropriate body e.g., the Police for investigation.

What will help us to deal with a complaint?

- Your name and contact details.
- A clear and concise description of your complaint, including any relevant times and dates.
- Details of any relevant services and people involved.
- Any relevant correspondence.
- Your ideas and proposals to resolve the complaint.

- Holding a meeting with you to explore the detail of the complaint.

What happens if you are unhappy with the outcome of a complaint?

If you are unhappy with the outcome of your complaint then you have the right to appeal the outcome. To appeal you must clearly state your grounds for appeal and why you are unhappy with the outcome. The appeal should be forwarded in writing to Laura Huller (Operations Director) of A TIME 4 YOU within 5 working days of receiving the outcome decision from A TIME 4 YOU. On receipt of the appeal the OPERATIONS DIRECTOR will arrange a convenient time to meet with you to explore the grounds for appeal. Following the appeal meeting and any further investigations, the OPERATIONS DIRECTOR of A TIME 4 YOU will communicate the final outcome to the complainant within 10 working days. The appeal outcome decision is final, and there will be no further opportunity to reopen the case and review the final outcome.

Our commitment to resolving and preventing future complaints

A TIME 4 YOU is genuinely committed to resolving all complaints made about us and the services we provide to the local community. We realise that from time-to-time mistakes will happen and it is our aim to put things right and prevent people and to increase customer confidence in the service that we deliver to and for the benefit of the local community. As a result, we value feedback to improve the quality of our services and practice. This commitment is based on open and trusted communications that are not digitally recorded on a device by A TIME 4 YOU and/or the complainant. As a result, digital recording of communications in relation to the complaints process is prohibited and not allowed under any circumstances.

What if I am still not satisfied?

If a complaint is not made directly by a young person concerned and they are deemed to be Fraser competent, then his or her informed consent will be required before the matter can be discussed with any other party.

Can I take my complaint further?

If the procedures described above do not resolve your complaint to your satisfaction, you can contact the British Association for Counselling and Psychotherapy (BACP) who will provide information regarding their Professional Conduct Procedure. All our counsellors are members of the BACP and abide by their code of ethics and procedures.

Young People and parents/carers who wish to pursue their complaint through the BACP Professional Conduct Procedure will not have their case prejudiced by any decision taken through the A TIME 4 YOU procedures. The BACP can be contacted at:

British Association for Counselling and Psychotherapy
BACP House
15 St John's Business Park Lutterworth
LE17 4HB
Tel 0870 443 5252

Laura Huller
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