

## **COMPLAINTS PROCEDURE**

### ***Our commitment to customers***

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

### ***How to make a complaint***

If you wish to make a complaint please contact us in any of the ways listed below.

**By email to:** [therapy@thetherapycompany.co.uk](mailto:therapy@thetherapycompany.co.uk)

**In writing** to us at:

*The Therapy Company  
261 Church Road  
St Anne's  
Lancs  
FY8 3NP*

**By phone on** 01253 781999

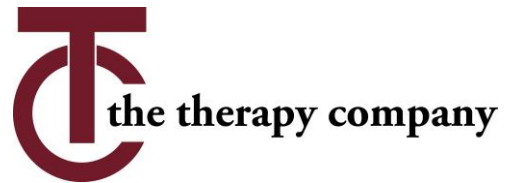
### ***Our response***

We will acknowledge receipt of your complaint within 3 working days. We will issue a full response within 10 working days. If there is a delay in responding we will keep you informed of our progress.

If you are unhappy with the response we will advise you of the other agencies you can complain to.

However you may wish to also complain to the professional who referred you to us or the professional bodies with whom we are registered with.

We are happy to receive any other comments on our service to customers. Please contact us in any of the ways mentioned above.



### ***Complaints - Independent Therapists/Practitioners & Consultant Psychiatrists***

The Therapy Company does not employ therapists; however we are proud of all the therapists, practitioners and consultants who work under our company name, "**The Therapy Company**". If we were not confident of their high standard and performance we would not be happy to work alongside them.

In respect of a complaint regards a counsellor and psychotherapist we will be directly responsible for resolving your complaint as outlined in our complaints procedure and will endeavour to ensure you are satisfied with the outcome.

However, some of our therapists are independent in that they operate their own private business and rent rooms in our premises to deliver their business. In the event that you have a complaint regards one of these therapists/practitioners, we will still work to resolve your complaint as outlined in our Complaints Procedure, although we may not be able to guarantee your satisfaction with the outcome.

We will, through our investigation make recommendations, for a satisfactory and appropriate outcome, to the relevant therapist/practitioner in order to enable your complaint to be resolved to your satisfaction. However, we do not have complete influence for these recommendations to be fulfilled.

**Nevertheless, any complaint that we receive regards any of our therapists will be treated as a serious issue and may well affect the future relationship we have with that therapist/practitioner. Any behaviour that is deemed unprofessional, unethical and potentially damaging to the reputation of The Therapy Company, and other therapists/practitioners working out of the premises, will result in termination of that relationship with The Therapy Company.**

Diane Ogden & Dr Natalie Miles

**Directors – The Therapy Company**