



## COMPLAINTS PROCEDURE

If you have a complaint or concern about any aspect of your therapy or my practice, please let me know as soon as possible. Complaints should ideally be addressed during therapy sessions, so issues can be discussed and a mutually-agreeable resolution reached as swiftly as possible.

Alternatively, where therapy has been completed or a more formal complaint needs to be made, this can be sent via email to [info@ldtherapy.co.uk](mailto:info@ldtherapy.co.uk).

All complaints are taken extremely seriously. For written complaints, I will investigate and respond by:

1. Finding out what has happened and what you feel has gone wrong
2. Discussing your complaint with my supervisor
3. Providing an explanation and response in writing
4. Offering an apology, refund, referral to another professional, and/or another mutually-agreeable resolution where appropriate
5. Identifying what I can do to ensure that the problem does not arise again

I will respond to all written complaints within one month, and will work with you to try and ensure you are satisfied with the outcome.

However, if you do not feel that your complaint has been resolved to your satisfaction, you are entitled to complain to the National Counselling and Psychotherapy Society (NCPS; I am member no. NCS20-01539). Full details of the NCPS complaints procedure can be found [here](#). For complaints regarding data protection, you can also complain to the Information Commissioners Office (ref no. ZB079320).

In accordance with NCPS guidelines, all complaints should be submitted within three years in order to receive a full investigation and response. For complaints made after this timeframe, I will still endeavour to find a mutually-agreeable resolution. Please also note that I am based in the UK and governed under English law.

*Last reviewed/updated 20/03/24*