



Phase Counselling

For every phase of your life

www.phasecounselling.co.uk

Complaints and Concerns Procedure

Phase Counselling Ltd ("Phase") is committed to providing a safe, professional, and ethical counselling service. We welcome feedback and take complaints and concerns seriously. Raising a concern will not affect your right to receive a fair and respectful service.

How to raise a concern or complaint

You can raise a concern or complaint directly with Phase. You do not have to discuss it with your counsellor first.

Please email concern@phasecounselling.co.uk or write to:

Phase Counselling Ltd
18 Monmouth Grove
Prestatyn
LL19 8TS

Please tell us what has happened and, if possible, what you would like us to do. You do not need to use formal or legal language.

If you need help to make a complaint or need us to make reasonable adjustments to the process, please let us know.

What happens next

We will acknowledge your complaint within 10 working days and will normally provide a written outcome within 30 working days of acknowledgement.

We may contact you for further information. Your complaint will be considered by an appropriate Director or another suitable person who is not directly involved in the matter wherever possible.

If we need longer to investigate, we will explain why and tell you when you can expect a response.

We will handle complaints sensitively and share information only where necessary to investigate, respond to, or act on the concern.



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Complaints about a counsellor

If your complaint concerns an associate counsellor, Phase may investigate the matter and ask the counsellor to cooperate with the investigation. We may take action where necessary to protect clients or maintain professional standards.

Depending on the circumstances, you may also be able to complain to the counsellor's professional body. We will provide information about the counsellor's professional membership and the appropriate external complaints route if requested.

Where a complaint raises an immediate concern about client safety, safeguarding, or serious professional misconduct, Phase may take protective action before the complaint investigation is complete.

If your complaint concerns a Director

If the complaint concerns a Director, another Director who is not involved will consider it where possible. If this would not provide a sufficiently independent process, Phase may appoint an appropriate external person to investigate or review the complaint.

If you are unhappy with the outcome

If you are unhappy with our response, you may ask us to review the outcome. Please explain why you believe a review is needed. Wherever possible, the review will be carried out by someone who was not responsible for the original decision.

We will acknowledge your request for a review within 10 working days and will normally provide the outcome within 30 working days of acknowledgement.

Data protection complaints

If your concern is about how Phase has collected, used, shared, stored, or protected your personal information, or how we have handled a request to exercise your data protection rights, you can make a data protection complaint by emailing info@phasecounselling.co.uk. Please see our Client Privacy Notice for more information.



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If your complaint involves both our counselling service and the handling of your personal information, we will make sure that both aspects are considered.

Safeguarding and immediate safety concerns

If a complaint or concern suggests that a child or adult may be at risk of harm, Phase may need to act immediately under its safeguarding procedures rather than wait for the normal complaints process to finish.

If someone is in immediate danger or requires urgent medical assistance, please contact the emergency services.

Learning from complaints

Phase keeps appropriate records of complaints and their outcomes. We review complaints to identify learning and improve our services.

Personal information relating to complaints is handled in accordance with our Client Privacy Notice and data protection obligations.