

# Djc Counselling

## COMPLAINTS POLICY

### Introduction

David Chesterton is committed to providing a high-quality service to clients from his private practice Djc Counselling. He recognizes the importance of feedback and takes complaints seriously as they provide an opportunity for continuous improvement. This policy outlines the procedures for handling complaints related to his private practice.

As a Counsellor, he takes complaints seriously and, as such, he is a member of a Professional Body to ensure he adheres to a high standard of professionalism and abides by their Ethical Code of Conduct.

### Policy Statement

David Chesterton is committed to providing counselling that meets the needs and expectations of his clients. He encourages open communication and constructive feedback to ensure the quality and effectiveness of his private practice.

All complaints will be handled promptly, fairly, and confidentially.

### Definitions

Complaint - An expression of dissatisfaction or concern about the content, delivery, or administration of a counselling service provided by David Chesterton at Djc Counselling

Complainant - An individual or organization making a complaint regarding the service received from David Chesterton.

### Making a Complaint

Complaints in the first instance should be submitted in writing via email to David Chesterton. You can email [info@djccounselling.co.uk](mailto:info@djccounselling.co.uk). At this point, the complainant may also want to contact his Professional Membership Body (currently NCPS) and lodge a complaint there too. David Chesterton's membership number is NCS23-04729

Complaints should include details such as the nature of the complaint, relevant dates, and any supporting evidence or documentation.

### Complaint Handling Procedure

Upon receiving a complaint, David Chesterton will acknowledge receipt within 48 hours, and he will provide an estimated timeframe for resolving the complaint.

David Chesterton will investigate the complaint impartially and thoroughly, gathering relevant information.

Confidentiality will be maintained throughout the complaints process, and information will only be disclosed on a need-to-know basis.

David Chesterton will aim to resolve complaints within 7 days of receipt. However, complex complaints may require additional time for investigation and resolution.

The complainant will be kept informed of the progress of the complaint and notified of the outcome once a resolution has been reached.

### **Resolution of Complaints**

If the complaint is upheld, David Chesterton will take appropriate corrective action to address the issue and prevent recurrence.

If the complaint is not upheld, David Chesterton will provide a clear explanation of the decision to the complainant.

### **Learning and Improvement**

David Chesterton will use feedback from complaints to identify areas for improvement in his private practice Djc Counselling.

Trends and patterns identified through complaints will be reviewed regularly to inform changes to policies, procedures, and delivery of her services.

### **Review and Monitoring**

This complaints procedure and policy will be reviewed annually to ensure its effectiveness and relevance.

David Chesterton will monitor the number and nature of complaints received and use this data to evaluate the effectiveness of his private practice.

### **Conclusion**

David Chesterton and Djc Counselling is committed to providing a transparent and responsive process for handling complaints related to his private practice. He encourages open communication and feedback to help her improve the quality and delivery of his private practice.