

Complaints Procedure

If a client is unhappy with any aspect of the service provided, they are encouraged to raise concerns with Debbie at Lockyer Therapy directly, in the first instance, so that efforts can be made to resolve matters informally and respectfully.

Formal complaints may be submitted in writing.

Complaints will usually be acknowledged within 7 working days.

If concerns cannot be resolved directly, further guidance may be sought through the British Association for Counselling and Psychotherapy complaints process where relevant.

Contact with the BACP can be made via the 'Get help with counselling concerns service' which is available from Monday to Thursday 10am to 4pm. Calls are limited to a maximum of 30 minutes. Clients can call them on 01455 883300 option 2, or 07811 762256. Alternatively, you can email them on gethelp@bacp.co.uk