



## **Complaints Procedure**

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

## **How to Make a Complaint**

If you have any concerns about how I have handled your personal information, I encourage you to contact me in the first instance so that I can investigate and try to resolve the matter promptly.

You can make a complaint:

- Through the contact form on my website [www.lockyertherapy.com](http://www.lockyertherapy.com) or
- By emailing me directly at: [debbie@lockyertherapy.com](mailto:debbie@lockyertherapy.com)

I will acknowledge receipt of your complaint and aim to investigate and respond without undue delay.

If you remain dissatisfied after contacting me, you have the right to complain to the Information Commissioner's Office (ICO).

Information about making a complaint to the ICO can be found at:

<https://ico.org.uk/make-a-complaint/>

You also have the right to raise concerns regarding the professional conduct of a BACP member through the British Association for Counselling and Psychotherapy (BACP).

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](mailto:gethelp@bacp.co.uk)