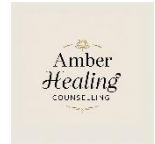


Complaints Procedure



At **Amber Healing**, I take your privacy and your experience in counselling very seriously. If something hasn't felt right regarding how your personal information is handled or any aspect of your care, I want to know so I can fix it.

You can raise a concern or formal complaint at any time, and it will never negatively impact your ongoing therapy or my therapeutic relationship with you.

How to Make a Complaint

To make a formal complaint, please get in touch via any of the channels below:

- **Email:** amberhealingcounselling@gmail.com
- **Phone:** provided in an introductory email (or on request)
- **Post:** provided in an introductory email (or on request)
- **In Person:** You are welcome to raise your concerns directly with me during a session if you feel comfortable doing so.

Please include your name, contact details and a brief description of what happened.

What Happens Next?

I follow a strict, supportive process to handle your complaint fairly and in line with UK data protection laws (the Data (Use and Access) Act):

1.Acknowledgement: Within 30 Days.

I will formally acknowledge receipt of your complaint within 30 days. If your concern is urgent, I will aim to respond much faster.

2.Investigation: Without Undue Delay.

I will personally review your case, securely checking any relevant session notes or system logs. Everything is handled with the highest level of clinical and data confidentiality.

3.Outcome & Resolution: Final Response.

I will provide you with a clear, written update or final outcome detailing my findings and any actions I am taking to improve my practice.

Escalating Your Complaint

I always prefer to resolve things with you directly. However, if you feel I have not dealt with your complaint satisfactorily, or if 30 days have passed without an acknowledgement, you have the right to escalate the matter.

- **For Data & Privacy Issues:** You can lodge a complaint with the Information Commissioner's Office (ICO) at ico.org.uk.
- **For Ethical/Clinical Issues:** *You can also contact the BACP to report an ethical concern.*