



## **Complaints Policy**

Guided by... Adelle

Effective Date: 13 July 2026

Last Reviewed: 13 July 2026

### **1. Introduction**

At Guided by... Adelle, I am committed to providing a professional, ethical and compassionate counselling service. I welcome feedback and take any concerns or complaints seriously, as they provide an opportunity to improve the quality of the service I offer.

If you are dissatisfied with any aspect of my service, I encourage you to raise your concerns so that they can be addressed fairly, respectfully and promptly.

#### **This policy applies to:**

- Private clients.
- Parents or legal guardians of child clients, where appropriate.
- Clients receiving counselling through an organisation.
- Anyone using my counselling services.

### **2. How to Make a Complaint**

If you have a concern or wish to make a complaint, I encourage you to raise it with me as soon as possible.

Complaints can be made:

- By email: [info@guidedbyadelle.co.uk](mailto:info@guidedbyadelle.co.uk)
- By telephone: +44 7368 492101
- In writing, if preferred.
- During a counselling session, where appropriate.

Please include:

- Your name and contact details.
- A clear description of your concern or complaint.
  - Relevant dates or details.
- The outcome you are seeking, if known.

All complaints will be treated seriously, respectfully and, where possible, confidentially.

### **3. Response Times**

I aim to deal with complaints promptly and fairly.

The following timescales are my usual standards:

- Acknowledgement: Within 5 working days of receiving your complaint.
- Investigation: Your complaint will be reviewed carefully and, where necessary, additional information may be requested.
- Outcome: A written response will normally be provided within 20 working days of receiving all relevant information.

If additional time is needed due to the complexity of the complaint or because further information is required, I will keep you informed and explain the reason for any delay.

### **4. Escalation Process**

If you are not satisfied with the outcome of your complaint, you may ask for the matter to be reviewed.

If the complaint relates to my professional conduct or ethical practice and cannot be resolved directly with me, you may refer the matter to the National Counselling and Psychotherapy Society (NCPs), with whom I am professionally registered.

If your complaint relates to how your personal information has been collected, stored or processed, you also have the right to raise your concerns with the Information Commissioner's Office (ICO) if you remain dissatisfied after contacting me.

### **5. Confidentiality**

Complaints will be handled sensitively and confidentially.

Information relating to a complaint will only be shared where necessary:

- To investigate the complaint.
- To obtain professional advice or supervision.
- Where disclosure is required by law.

- Where there are safeguarding concerns.

Complaint records will be stored securely and in accordance with my Privacy Policy and Record Retention Policy.

## **6. Learning and Service Improvement**

I value feedback and use complaints, comments and suggestions to improve my counselling practice.

Where appropriate, complaints may lead to:

- Changes to policies or procedures.
- Improvements to service delivery.
- Additional professional development or training.
- Review of working practices.

## **7. Contact Details**

Guided by... Adelle

- Email: [info@guidedbyadelle.co.uk](mailto:info@guidedbyadelle.co.uk)
- Telephone: +44 7368 492101
- Website: [www.guidedbyadelle.co.uk](http://www.guidedbyadelle.co.uk)

## **8. Policy Review**

This Complaints Policy will be reviewed annually or sooner if there are changes to legislation, professional guidance or working practices.