

## **Complaints Procedure – Serning LTD Placements**

If anyone is unhappy with any part of our service, or if they have a complaint to make, we would like to know about it as soon as possible in order to resolve the situation quickly. All complaints will be treated seriously and confidentially.

### **Aims of the Complaints Procedure**

- To enable a complaint to be investigated in a fair manner
- To enable complaints to be resolved as speedily as possible
- To allow consequences of mistakes to be put right without unnecessary conflict
- To improve the quality of the service

### **This Complaints Procedure can be accessed as follows:**

- It can be viewed and downloaded as a PDF from the website
- A hard copy can be requested by phone, email, letter or in person.
- Although we do not have the resources to produce this procedure in multiple languages and formats, it can be translated, viewed in larger text and read out loud using standard online tools.

### **Who can complain**

- Anyone who is using the counselling service
- Anyone who has used the counselling service within the past three years
- Anyone who has enquired about the counselling service or is on the waiting list
- Anyone from another organisation who has enquired about our service, or who is working with or representing someone who is using or has used the service

Anonymous complaints, and any that are deemed to be vexatious or malicious, will be investigated by the Director, who will use discretion in assessing what action should be taken.

### **Time limits for complaints**

Complaints can be accepted up to three years from the time of the problem arising. If the complaint refers to specific client work the maximum is three years from the date the client ended counselling. However, it is much easier to sort out difficulties if the complaint is brought to our attention as quickly as possible.

### **How to Make a Complaint**

If you are receiving our counselling service, please try to talk your concerns over with your counsellor if you can.

A formal complaint should be made in the first instance to the Director, who will be responsible for managing the complaint. This can be in person by appointment, by telephone, or in writing by email or letter. Please contact:

Niklas Serning

[info@serning.com](mailto:info@serning.com)

82 Colston Street

BS1 5BB Bristol

07515114268

If you have any difficulty making a complaint in person or in writing, please let us know and we will try to help you.

### **Confidentiality and Communications**

Every complaint will be treated with care and confidentiality. We will attempt to communicate clearly and directly with all complainants or their representatives in a timely manner, as described below.

The complainant is required to give permission for confidential information pertinent to the complaint to be disclosed to all parties cited in the complaint by those involved in handling the complaint, including legal or other specialist advisors.

### **Safety of Clients**

If a complaint relates to the conduct of a counsellor in counselling, at all times the client's safety will be a primary consideration. Suspension of counselling and/or disciplinary proceedings may take place at any stage of the complaints process, if appropriate.

#### Stage 1 – Informal Complaint

Every opportunity will be taken at the time of the initial complaint to settle the concern informally. This may include telephone conversations and/or face to face meetings or written explanation of the reasons for a decision taken. The Director will normally handle the complaint at this stage.

If the complainant remains dissatisfied with the outcome of discussions at this stage then a formal written complaint can be made.

#### Stage 2 – Formal Complaint

A formal complaint will be acknowledged in writing by the Director within seven days. A copy of the Complaints Procedure will be enclosed. Formal complaints will be directed to N Serning's governing body, UKCP.