

Complaints Procedure

As Light as Feather Counselling

Counsellor: Nicole Robinson

Effective from: 1/6/26

Next Review: 1/6/27

Your Voice Matters

At As Light as Feather Counselling, I want you to feel safe and supported. If you ever feel unhappy or concerned about any part of our work together, please know that your feelings are important, and there's a way to share them.

How to Raise a Concern or Complaint

1. Speak with Me Directly

If you feel comfortable, the best first step is to talk to me about your concern. I'm here to listen, understand, and work with you to try to resolve any issues.

2. Put It in Writing

If you prefer, you can email or write down your concerns. This helps me understand exactly what you're worried about and makes sure I don't miss anything. You can email me at aslightasafeathercounselling@outlook.com

3. What Happens Next

- I will respond to any written complaint within 14 calendar days to acknowledge receipt and outline next steps.
 - I will take your concerns seriously and aim to resolve things fairly and respectfully.
 - If the issue requires more time or involves a complex matter, I will keep you informed of progress.
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If You're Not Satisfied with the Outcome

If, after talking with me, you feel your complaint hasn't been resolved, you can contact the **British Association for Counselling and Psychotherapy (BACP)**. They offer an independent process to help clients resolve complaints.

BACP Contact Details:

- Phone: 01455 883300
 - Email: ethics@bacp.co.uk
 - Website: www.bacp.co.uk/about-us/contact-us/
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Confidentiality and Respect

All complaints will be treated confidentially and with respect. Your safety and wellbeing remain my priority throughout any complaint process.

If you'd like me to help you understand any part of this or support you through raising a concern, please let me know.

Raising a concern will never affect the support you receive. Your wellbeing remains my priority throughout the process.