



Client Complaints and Concerns Procedure

This procedure sits alongside the Centre's Client Confidentiality and Safeguarding policies.

If you have concerns about any of the Centre's services, the Head of Operations will be happy to hear from you:

- Please write to the Head of Operations, Orli Gorenski (origorenski@sadiecentre.org), setting out your complaint or concern.
- You will receive confirmation of receipt of your email.
- Your complaint or concern will be investigated with urgency.
- We will write to you following the internal investigation detailing its outcome and the proposed resolution.
- If you are unhappy with the outcome, the next step would be to write to the Centre's Chair of Trustees, using the address below and marking the letter as 'Private and Confidential'.
- The Chair of Trustees will respond to your email as soon as is reasonably possible.
- Further investigations will take place based on the previous internal investigation and your feedback. You will receive a resolution of the complaint or concern in writing.
- Counselling clients who may not be content with the Chair of Trustees' decision can approach the British Association for Counselling and Psychotherapy (BACP) for further guidance.