



## **REMA client complaints Policy**

This policy describes how REMA Counselling Service will respond to potential complaints from clients and their recourse to register an official complaint with the BACP.

Last updated on: April 19 2022

Review Date: April 2023

Signed: H Joll

### **Complaints Procedure**

If a client wishes to complain about their counselling their first recourse is to the counsellor themselves.

The client is also able to complain to the Counselling Manager verbally or in writing. The Manager will then explore the issue with the client and, where appropriate, talk to the counsellor with the client's agreement. The Counselling Manager is Hannah Joll.

If this has not been satisfactory, REMA counsellors are members of the BACP and you may contact the BACP next as our regulatory body. They will ask how you have tried to resolve the issue, or explain why this has not been possible, when you make your complaint.

REMA Counselling Centre will not normally investigate complaints which were received more than six months after the incident or occurrence took place.

### **Definition**

A complaint is defined as an expression of dissatisfaction with a service delivered by REMA Counselling Centre.

### **Giving us details of your complaint**

To enable us to process your complaint effectively and direct it to the correct person please provide us with as much of the following details as you can:

- Your name and contact details
- A clear description of your complaint
- Copies of any relevant letters and correspondence.

### **Confidentiality and whistle blowing**

We understand that sometimes a complainant will wish to remain anonymous. While we are prepared to investigate issues which are reported to us anonymously we shall always, in these cases, try to confirm an allegation by means of a separate investigation before taking up the matter with those responsible. This will delay a resolution of your complaint and may mean that it is not progressed further. It is always preferable to reveal your identity and contact details to us, and if you are concerned about possible adverse consequences request us not to divulge your identity.

REMA Counselling Centre will investigate complaints from whistle-blowers in accordance with relevant whistle blowing legislation.

### **What we will do and how long it will take**

We will deal with your complaint fairly and aim to do our best to sort out your complaint immediately, dealing with each point you raise. We aim to:

- Acknowledge receipt of your complaint within five working days of receipt
- Provide a full response within ten working days. Sometimes it may take longer to investigate your concerns fully, if this is the case then we will let you know when we expect to respond.

### **How to contact us**

We encourage our clients to put their concerns in writing. This helps us to ensure that all points are understood and are faithfully communicated to someone who can help you.

#### **By post – please write to:**

THE WELLSRING CHURCH CENTRE 1 WELLSRING WAY, WATFORD,  
HERTS. WD17 2AH

#### **By email – send your email to:**

**manager@rema.lst.ac.uk**

If we have your email address we shall always acknowledge receipt and respond to your complaint via email. However, if we need to refer to confidential information or enclose copies of important documents, we shall respond via post.

#### **By phone – contact our ‘info’ service mobile:**

07871 385 767

On occasions, it may happen that a client is not satisfied with the response received from REMA Counselling Service, and will write again restating the issue. On receiving such a letter we shall review the original response from REMA Counselling Service

- If the matter has been fully addressed and there is no further relevant information the complaint will be closed without further lengthy correspondence.

- If the response did not deal fully with all the points raised in the complaint, a full response will be given.
- If further evidence or related issues come to light, the complaint will be reopened and investigated further.

### **To make a formal complaint with the BACP**

If REMA have not been able to resolve the issue, a client's next recourse is to the BACP. This would indicate a serious breach of trust and would be dealt with at an appropriate level in conjunction with the trainee. Please [check that they can deal with your complaint](#) under our professional conduct procedure.

Then put your complaint in writing. You can complete the BACP complaint form, or just use it as a guide to ensure you include all the necessary information.

Send your complaint by post to BACP House, Unit 15, St. John's Business Park, Lutterworth, LE17 4HB, or email it to [professional\\_conduct@bacp.co.uk](mailto:professional_conduct@bacp.co.uk).

If you need help filling in the form, or if you have any problems in making your complaint in writing, you can call on 01455 883300.