

COMPLAINTS PROCEDURE

Last updated: June 2026

I am committed to providing a professional, ethical and respectful counselling service. I welcome feedback and take concerns seriously. Complaints are viewed as an opportunity to improve the quality and safety of the service I provide.

Informal Resolution

If you feel comfortable doing so, I encourage you to discuss any concerns directly with me. Many difficulties can be resolved through open conversation and mutual understanding.

Formal Complaint

If you feel unable to raise the matter informally, or if your concerns remain unresolved, you may make a formal complaint in writing by email to:

danielawetmancounselling@gmail.com

Please include:

- Your name and contact details.
- A description of your concerns.
- Any relevant dates or information.
- What outcome you are seeking, if known.

What Happens Next

Upon receiving a formal complaint, I will:

- Acknowledge receipt within 7 working days.
- Review the concerns raised carefully and fairly.
- Seek any additional information required.
- Consider relevant records and professional obligations.
- Provide a written response outlining my findings and any actions taken.

Response Times

I aim to respond fully within 28 days of receiving a complaint. Where additional time is required, I will inform you and provide an updated timescale.

Professional Standards

As a registered member of the British Association for Counselling and Psychotherapy (BACP), I work within the BACP Ethical Framework for the Counselling Professions.

If you believe my conduct may have breached the BACP Ethical Framework, you may contact the BACP to seek information about their Professional Conduct Procedure.

British Association for Counselling and Psychotherapy (BACP)

Website:

www.bacp.co.uk

Please note that the BACP does not investigate complaints simply because a client is dissatisfied with counselling outcomes. Their role is to consider whether a member's conduct may have breached professional standards.

Data Protection Complaints

Complaints relating specifically to the handling of personal information are dealt with under a separate Data Protection Complaints Procedure, available on request and via my website.