Complaints and Feedback Procedure

Last updated: November 2026

I am committed to providing a professional, ethical and respectful counselling service. I welcome feedback and take any concerns seriously. If something about our work together does not feel right, I would like the opportunity to understand your experience and, where possible, address it.

Raising a concern informally

If you feel comfortable doing so, you are welcome to raise any concerns directly with me. We can discuss what has happened and explore whether there is a way forward that feels appropriate.

You do not have to raise a concern informally before making a formal complaint.

Making a formal complaint

If you would prefer to make a formal complaint, or if your concerns have not been resolved through discussion, you can contact me in writing at:

info@danielaweetmancounselling.com

Please include, where possible:

- Your name and contact details.
- A description of your concerns.
- Any relevant dates or information.
- What outcome you would hope to achieve, if known.

What happens next?

When I receive a formal complaint, I will:

- Acknowledge receipt within 7 working days.
- Consider the concerns raised carefully and fairly.
- Seek any additional information needed to understand the situation.
- Review relevant records and consider my professional and ethical responsibilities.
- Provide a written response outlining my findings and any actions I intend to take.

Response times

I aim to provide a full response within 28 days of receiving a complaint. If more time is needed, I will let you know why and provide an updated timescale.

Independent professional complaints

I am a Registered Member of the British Association for Counselling and Psychotherapy (BACP) and work in accordance with its Ethical Framework for the Counselling Professions.

If you have concerns about my professional conduct or believe that I may have breached the BACP Ethical Framework, you can find information about the BACP's Professional Conduct Procedure on its website:

British Association for Counselling and Psychotherapy (BACP)

https://www.bacp.co.uk/about-us/protecting-the-public/professional-conduct/how-to-complain-about-a-bacp-member/

Concerns about personal information

If your complaint relates to how I collect, use, store or protect your personal information, please refer to my Privacy Policy, which explains how to raise a data protection concern and your right to complain to the Information Commissioner's Office (ICO).

https://ico.org.uk/make-a-complaint/