

Complaints Procedure

Brambleside Counselling
Last updated: 31 August 2026

I hope every client has a positive experience with Brambleside Counselling. If something has not met your expectations, I welcome the opportunity to hear your concerns and, where possible, put things right.

Step 1 – Talk to me

If you feel comfortable doing so, please raise your concern with me as soon as possible. Many concerns can be resolved quickly through an open and respectful conversation.

Step 2 – Make a formal complaint

If your concern cannot be resolved informally, or you would prefer to make a formal complaint straight away, you may submit your complaint in writing by email.

Please include:

- Your name
- A description of your concern
- Any relevant dates or information
- What outcome you are hoping for

I will acknowledge your complaint within five working days.

Investigation and response

I will consider your complaint carefully, respectfully and fairly. I will aim to provide a full written response within twenty working days.

If I need additional information from you, or if more time is required to consider the complaint properly, I will let you know and keep you informed of progress.

If you remain dissatisfied

If you remain unhappy after receiving my response, you may seek independent advice or raise your concerns with the professional body with which I am registered, where applicable. Details of my current professional registration can be provided on request.

Confidentiality

Complaints will be handled as confidentially as possible. Information will only be shared where it is necessary to investigate the concern, meet professional obligations, safeguard someone from harm, or comply with the law.

My commitment

Making a complaint will not result in you being treated unfairly or adversely. All concerns and complaints are taken seriously, and feedback is used to reflect on and improve the service provided by Brambleside Counselling.