Hope Therapy & Counselling Services

Client Complaints Procedure

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At Hope Therapy & Counselling Services, we are committed to high-quality, ethical, and responsive service. We take all complaints and concerns seriously. This procedure explains how to raise a concern and what you can expect from us.

1. Our Role

Hope Therapy & Counselling Services operates as an administration and referral service. Our responsibilities include:

- Screening enquiries and matching you with an appropriate counsellor.
- Administering session payments and refunds.
- Ensuring all counsellors on our affiliate panel meet required qualification and registration standards.
- Providing ongoing administrative support throughout your counselling relationship.

Clinical matters — the content and conduct of therapy sessions — are the responsibility of your individual counsellor, not Hope Therapy & Counselling Services.

2. Step 1 — Raise the Matter Informally

We encourage you to raise any concern informally in the first instance, as this often leads to the quickest and most effective resolution.

Concerns to raise with your counsellor:

- Dissatisfaction with the therapeutic approach or techniques used.
- Concerns about the progress of therapy or how sessions are being structured.
- Issues with how your counsellor communicates or engages with you.
- Questions about the counsellor’s methods or clinical approach.
- Any concern about professional boundaries within the therapeutic relationship.

If you feel unsure about how to raise a concern with your counsellor, Hope Therapy & Counselling Services can offer guidance and support.

Concerns to raise with Hope Therapy & Counselling Services:

- Payment issues, billing queries, or requests for refunds.
- Technical or administrative difficulties with our platforms or processes.
- General feedback about your experience with our service.
- Any situation where you feel uncomfortable raising the matter directly with your counsellor.
- Reports of behaviour that makes you feel unsafe, or potential breaches of confidentiality or professional ethics.

3. Step 2 — Submit a Formal Complaint

If informal steps do not resolve the matter to your satisfaction, you may submit a formal complaint in writing.

Complaints about Hope Therapy & Counselling Services

Please submit your complaint to:

Email: contact@hopefulminds.co.uk (mark your email ‘Formal Complaint’)

Post: Ian Stockbridge, Director, Terriers House, Amersham Road, High Wycombe, HP13 5AJ

Telephone: 0333 043 1850

Please include as much detail as possible: the nature of your complaint, when the matter arose, and any steps already taken to address it.

Complaints about a Counsellor

Your counsellor is an independent practitioner and has their own complaints procedure, which they will have given you. Please send your complaint to your counsellor using that procedure. You can also tell us at contact@hopefulminds.co.uk: we will pass your complaint to your counsellor so they can respond, tell you how to contact their professional body, and take any action open to us, such as pausing new referrals to that counsellor. We do not judge or decide on a counsellor’s clinical practice; that is for the counsellor’s professional body.

4. What Happens Next (complaints about our service)

Once we receive your formal complaint about our service:

- We will acknowledge receipt within two working days.
- We will investigate the matter thoroughly and keep you informed of progress.
- We aim to provide a full response within 14 working days. If this is not possible, we will notify you and give you an updated timeline.
- If you are not satisfied with our response, you can ask for it to be reviewed (see Section 5).

5. Asking for a Review (Appeal)

If you are not satisfied with our response to a complaint about our service, you can ask for it to be reviewed. Please write to us at contact@hopefulminds.co.uk, marked ‘Complaint Review’, within 28 days of our response, explaining why you are not satisfied.

- Your complaint will be reviewed by someone who was not involved in our first response or, where that is not possible, by an independent reviewer.
- We will acknowledge your request within two working days and aim to send you the outcome within 14 working days.
- The outcome of the review is our final response.

6. Escalation — Professional Bodies and External Routes

If you are not satisfied with the outcome of your complaint, or if you wish to raise a concern directly with a regulatory body, you may contact:

The counsellor's professional body

Depending on your counsellor's registration, the relevant body may be:

- BACP (British Association for Counselling and Psychotherapy): www.bacp.co.uk
- NCPS (National Counselling and Psychotherapy Society): www.ncps.com
- UKCP (UK Council for Psychotherapy): www.psychotherapy.org.uk

Your counsellor's professional body registration details are available on request.

Complaints about Hope Therapy & Counselling Services

If you remain dissatisfied after our review, you may raise your complaint with the National Counselling & Psychotherapy Society (NCPS), as Hope Therapy & Counselling Services is an Organisational Member: www.ncps.com

Data protection concerns

If your complaint concerns how your personal data has been handled, you may contact the Information Commissioner's Office (ICO) at www.ico.org.uk or on 0303 123 1113.

Legal advice

You may also seek independent legal advice at any stage.

7. Confidentiality and Respect

All complaints are handled confidentially and with respect for all parties involved. We are committed to a fair, transparent, and non-retaliatory process. Raising a complaint will never affect the quality of support you receive.

Contact us: contact@hopefulminds.co.uk | 0333 043 1850 | www.hopefulminds.co.uk

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