

Complaints Management Policy

Spirit Led Counselling Service

1. Purpose

The purpose of this Complaints Management Policy is to provide a clear and transparent framework for handling complaints received by Spirit Led Counselling Service. We are committed to providing high-quality services and value feedback from clients, staff, and stakeholders to improve our practices continually.

2. Scope

This policy applies to all clients, their families, staff, volunteers, and stakeholders of Spirit Led Counselling Service. It covers any complaints related to the services provided, staff conduct, or organizational processes.

3. Principles

- Respect: All complaints are managed with respect and confidentiality.
- Accessibility: The complaints process is open, easy to access, and free from discrimination or retribution.
- Responsiveness: Complaints are acknowledged promptly and resolved in a timely manner.
- Fairness: All parties are given a fair opportunity to present their views, and complaints are handled impartially.
- Continuous Improvement: Feedback from complaints is used to improve services and organizational practices.

4. How to Make a Complaint

Complaints can be made verbally or in writing. Clients and stakeholders can submit a complaint by:

- Speaking directly to their counselor or staff member
- Filling out a complaint form available at the service center or on the website
- Emailing or mailing a written complaint to the designated Complaints Officer

- Calling the Spirit Led Counselling Service and requesting to speak to the Complaints Officer

5. Complaints Handling Procedure

1. Acknowledgment: All complaints will be acknowledged within 3 business days of receipt.
2. Assessment: The Complaints Officer will assess the complaint and determine the appropriate course of action.
3. Investigation: Complaints will be investigated thoroughly, impartially, and confidentially.
4. Resolution: A proposed resolution will be communicated to the complainant within 14 business days. If more time is required, the complainant will be informed of the delay and the reason.
5. Documentation: All complaints and outcomes will be documented and stored securely.
6. Appeals: If the complainant is not satisfied with the outcome, they may request a review or escalate the complaint to an external body.

6. Confidentiality

All complaints will be handled with the utmost confidentiality. Information will only be shared with those directly involved in resolving the complaint or as required by law.

7. No Retaliation

Spirit Led Counselling Service ensures that no person will be disadvantaged or retaliated against for making a complaint in good faith.

8. Continuous Improvement

Complaints and feedback are reviewed regularly by management to identify trends and areas for improvement. Lessons learned are incorporated into staff training and service delivery.

9. Policy Review

This policy will be reviewed annually, or as required, to ensure its effectiveness and alignment with best practices and regulatory requirements.

10. Contact Details

For further information or to make a complaint, please contact:

Complaints Officer

Spirit Led Counselling Service

[Insert Address]

[Insert Phone Number]

[Insert Email Address]