

COMPLAINTS PROCEDURE

Dudley Counselling Centre aims to provide high quality services, which meet your needs. We believe we achieve this most of the time: if we are getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.

If you are not happy with Dudley Counselling Centre please tell us

- if you are unhappy about a Dudley Counselling Centre service, please speak to the relevant staff member, manager or Chief Officer
- if you are unhappy with an individual in Dudley Counselling Centre sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or the Chief Officer

Often we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Chief Officer. (If your complaint is about the Chief Officer, please write to the Chair).

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next Executive Committee meeting, which will decide on any further steps to resolve the situation.

Finally, please also let us know if you are happy with Dudley Counselling Centre services. The decision of the Executive Committee will be final.

Please contact:

Complaints
Dudley Counselling Centre
24-36 Salop Street
Dudley, West Midlands
DY1 3AT