



# Complaints Procedure

## Forks and Spoons

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Online Counselling for Young People (Aged 12&ndash;25)

Website: [forksandspoons.co.uk](http://forksandspoons.co.uk)

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This procedure explains how concerns or complaints can be raised and how they will be handled. I am committed to providing a safe, respectful and professional service. If something does not feel right, you have the right to raise it.

This procedure should be read alongside the Counselling Agreement and related policies.

## 1. Raising a Concern Informally

Where possible, I encourage clients (and parents/carers where appropriate) to raise concerns directly with me in the first instance.

Many difficulties can be resolved through open conversation. If something has felt uncomfortable, unclear, or not as expected, bringing this into discussion can support repair and clarity within the therapeutic relationship.

You may:

- Raise the concern during a session
- Email to request a time to discuss your concern

I will respond respectfully and aim to address the issue promptly.

## 2. Making a Formal Complaint

If you feel unable to resolve the matter informally, or if the concern is serious, you may make a formal complaint.

A formal complaint should:

- Be made in writing (by email)
- Clearly outline the nature of the complaint
- Include any relevant dates or details

Upon receipt of a formal complaint:

- I will acknowledge it in writing within 5 working days.

I may request further information if needed.

I will aim to provide a written response within 20 working days.

If additional time is required due to complexity or availability (for example, seeking supervisory or legal advice), you will be informed.

### 3. Independent Professional Body

I am a registered member of the British Association for Counselling and Psychotherapy (Membership No. 418039) and work in accordance with the BACP Ethical Framework.

If you are dissatisfied with the outcome of your complaint, or if you prefer to raise your concern independently, you may contact the BACP directly:

- British Association for Counselling and Psychotherapy (BACP)

Website: [www.bacp.co.uk](http://www.bacp.co.uk)

Information about the BACP Professional Conduct Procedure is available on their website.

The BACP can consider complaints relating to breaches of their Ethical Framework.

### 4. Safeguarding Concerns

If your complaint relates to safeguarding or immediate safety concerns, you should contact appropriate safeguarding authorities or emergency services directly.

If a complaint suggests that a young person or vulnerable person may be at risk, I may be required to follow safeguarding procedures in line with legal and ethical responsibilities.

### 5. Confidentiality and Fair Process

All complaints will be handled:

- Respectfully

Promptly

Fairly

In line with confidentiality obligations

Information will only be shared where necessary to properly consider the complaint or where legally required.

Where appropriate, supervision may be used to ensure that the complaint is handled ethically and transparently.

### 6. Record Keeping

A written record of the complaint and its outcome will be kept securely in accordance with data protection requirements.

### 7. Commitment to Learning

Feedback and complaints are taken seriously and are viewed as an opportunity to reflect and improve practice where needed.

If you have any questions about this procedure, these can be discussed at any time.