



# Complaints Policy

Counsellor: Lisa

At Crescentia Therapy, I am committed to providing a safe, respectful, and professional service to all clients. I understand that there may be times when you are not fully satisfied with the service you receive. Your feedback is important to me and helps me continue to grow and improve the support I provide.

## Raising a Concern

If you are unhappy with any aspect of your counselling experience, I encourage you to raise the issue as soon as you feel comfortable. Many concerns can be resolved informally through open and honest conversation. However, if you feel your concern hasn't been resolved, or you wish to make a formal complaint, the process is outlined below.

## How to Make a Complaint

### 1. First Step — Contact Me Directly

If you would like to make a formal complaint, please complete the Complaints Form (available upon request) and email it directly to me. Please include as much detail as possible, such as the nature of your complaint, relevant dates, and any steps already taken to address the issue.

Email: [lisa@crescentiatherapy.co.uk](mailto:lisa@crescentiatherapy.co.uk)

### 2. Response Time

I will acknowledge receipt of your complaint within 5 working days and aim to provide a full response within 14 working days. If more time is needed to review the matter thoroughly, I will let you know and keep you informed throughout the process.

### 3. Resolution

I will make every effort to resolve the issue in a fair, transparent, and timely manner. Where appropriate, I may offer a meeting (in-person or online) to discuss your complaint and agree on a way forward.

## If the Issue Cannot Be Resolved

If you feel your complaint has not been satisfactorily resolved, you have the right to escalate your concerns externally. As a registered member of the British Association for Counselling and Psychotherapy (BACP), I abide by its Ethical Framework. You may choose to take your complaint to the BACP if:

- You are dissatisfied with how your complaint was handled by me, or
- You believe there has been a serious breach of the BACP Ethical Framework.

### Contact the BACP

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



- Email: [complaints@bacp.co.uk](mailto:complaints@bacp.co.uk)
- Phone: 01455 883300

## Data Protection Complaints Procedure

If your complaint relates specifically to how I handle, store, or process your personal data (including your session notes), the process below applies, in addition to my general complaints process above.

### How to Raise a Data Protection Concern

If you have any questions, concerns, or complaints about how I handle your personal data, please contact me directly in writing:

#### Contact: Lisa, Crescentia Therapy

- Email: [lisa@crescentiatherapy.co.uk](mailto:lisa@crescentiatherapy.co.uk)

### My Statutory Handling Process

In accordance with the Data (Use and Access) Act 2025, I operate a formal internal procedure for managing data protection complaints:

- **Acknowledgment** — I will formally acknowledge your complaint within 30 days of receipt.
- **Investigation** — I will investigate your concern thoroughly and without undue delay.
- **Outcome** — I will provide you with a formal update or final outcome in writing as soon as the investigation is complete.

### Escalating Your Complaint

You have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you are unhappy with how I manage your data. However, under current legislation, the ICO will generally expect you to have raised the issue through my internal process first and allowed me the statutory timeframe to respond.

#### Contact the ICO

- Website: [www.ico.org.uk](http://www.ico.org.uk)
- ICO Registration Number: C1673812

## Confidentiality

All complaints will be handled in line with my Confidentiality Policy. Your information and the details of your complaint will be treated respectfully and only shared when necessary to resolve the matter or where required by ethical or legal obligations.

If you have any questions about this policy or need a copy of the Complaints Form, please feel free to get in touch with me directly.



| Policy Sign-Off        |                                                                                   |
|------------------------|-----------------------------------------------------------------------------------|
| Policy version:        | 2                                                                                 |
| Version 1 created:     | 10/04/2025                                                                        |
| Version 2 updated:     | 08/08/2026                                                                        |
| Next scheduled review: | 08/08/2027                                                                        |
| Signed:                |  |