Horse Enhanced Psychotherapy and Learning (HELP) at Top Farm
COMPLAINTS POLICY

Name of Organisation: HELP at Top Farm

Venue/address for which policy applies: Top Farm, Pentre Fron Road, Coedpoeth, Wrexham, LL11 3BU

Date of last review: 1 March 2022

Date of next review: 1 March 2023

Name of author: Kirsty Sanderson

Policy Statement

This policy details what to do if you have a complaint or concern about your therapy.

Kirsty is a registered accredited member of the British Association for Counselling and Psychotherapy (BACP) and of the National Counselling Society (NCS). As a registered member of the BACP and NCS I am required to provide a level of service to clients that is both ethical and professional. The guidelines for modelling good practice are outlined in the BACP Ethical Framework for Good Practice in Counselling and Psychotherapy which can be found on their website and the NCS Ethical Framework for Good Practice in Counselling and Psychotherapy which can be found on their website.

Procedure

If you believe that the therapy you have received has not been conducted as it should, as a first step you could talk to myself to see if the situation can be resolved informally and quickly.

If you do not feel able to do this, or are unable to do so for any reason, you should contact the Professional Conduct Department at BACP or NCS and talk your situation through with a member of the team for their advice.

You then have the option to raise your concerns formally with the BACP or NCS under the Professional Conduct Procedure.

Top Farm
LEAP REGISTERED PRACTITIONER 2022
kas counselling