

COMPLAINTS PROCEDURE

The TalkingZone counselling service is committed to providing a reliable, confidential and friendly counselling service but we may not get it right every time. In order for the service to develop and to continue to meet its high standards, the following procedures have been devised to deal with complaints.

1. **Contact the Counsellor** - In the first instance any issues or concerns raised should be discussed with the Counsellor whereby, hopefully, a possible solution will be found informally. If the issue is unable to be resolved informally, use the next route in order of number:
2. **Contact the TalkingZone Service Manager** - The service manager will deal with any complaints relating to the conduct of Counsellors and Therapists working on behalf of the service in schools or community settings and any other related issues.

Christian Davies-Trigg

TalkingZone
School of Psychology & Therapeutic Studies
University of South Wales
Newport City Campus
Usk Way
Newport
NP20 2BP

Telephone: 01633 432603

Email: christian.davies-trigg@southwales.ac.uk

3. **Contact the School** - Each school has its own Complaint Procedure Policy. You can speak to the Head or Assistant Head Teacher to obtain a copy or to make a complaint. You can also speak to any member of staff in the school.
4. **Contact the University of South Wales** - The School of Psychology and Therapeutic Studies will investigate your complaint relating to the TalkingZone Counselling Service, its manager or Counsellors. The University of South Wales policy on dealing with complaints will be followed should the complaint escalate. The university will provide a written response to complaints within 28 days of the date of complaint.
5. **Contact either the British Association for Counselling and Psychotherapy (BACP), the Health & Care Professions Council (HCPC) or United Kingdom Council for Psychotherapy (UKCP).** All associations rely on members of the public as well as other professionals to bring matters of poor and unethical counselling/therapy practice to their attention. Anyone making a complaint directly to the professional bodies should be aware which one the Counsellor/Therapist is registered with. The TalkingZone service itself is an origination member of the BACP under the University of South Wales. For further information and/or to make a complaint please contact:

BACP: Professional Conduct Department

Telephone No: 01455 883300

Fax No: 01455 550243

Email: enquiries@bacp.co.uk

HCPC: Fitness to Practise Department

Telephone No: 0800 328 4218

Fax No: 020 7582 4874

Email: ftp@hpc-uk.org

UKCP: UK Council for

Psychotherapy

Telephone No: 02070 149955

Email: info@ukcp.org.uk