



Kerry James Therapy

T: 07939 942471

E: kerryjamestherapy@outlook.com

W: www.kerryjamestherapy.com

Complaints Procedure

Introduction

Kerry James Therapy is a counselling, supervision and wellbeing service for all ages.

I aim to provide the highest standard of all these services to my clients.

If you are unhappy with any part of this service, I would like to know as soon as possible and be given the chance to put anything right and resolve the situation as quickly as I can.

I take all complaints very seriously with the strictest confidentiality.

This procedure explains how to complain and how I handle any complaints that I am made aware of.

This procedure also applies to any data concerns or complaints you may have. Please also see my privacy policy, available on my website, <https://www.kerryjamestherapy.com/fees-and-policies>, for more information on how I manage your data.

How to make a complaint

You can register your complaint or concern in the following ways:

- By email to kerryjamestherapy@outlook.com
- By telephone using 07939 942471
- In person during a session if you are a client

There are two types of complaint that you can make: an informal complaint and a formal complaint:

An Informal complaint

I will take every opportunity at the time of your initial complaint to settle your concerns informally. In most cases this will hopefully be achieved face to face, over the telephone or by email. Occasionally, a written response to your concern will also be arranged if none of the other options would be acceptable.

If the complaint is not settled satisfactorily at this stage, then you have the right to make a formal complaint in writing.

A formal complaint

A formal complaint received in writing will be acknowledged in writing within seven working days. Your complaint will be investigated, and the outcome of that investigation will be sent to you in writing within the timescales given in our original acknowledgement. I will keep you updated regularly on the progress of your complaint and very much hope that a satisfactory agreement for all parties can be agreed upon.

Further sources of help

If you are still unhappy with my response there are other organisations who you can refer to. These are noted below:

Information Commissioners Office (ICO)

I am registered with the ICO (Information Commissioners Office), an independent authority created to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals. I am committed to the Data Protection Act 2018, GDPR and the Data Use and Access Act 2025.

Tel: 0303 123 1113

Website: <https://ico.org.uk/global/contact-us/>

National Counselling & Psychotherapy Society (for counselling & supervision service only)

I am a member of the NCPS. NCPS can impose sanctions and even withdraw membership if a complaint is upheld against one of its members.

Tel: 01903 200666

Website: <https://ncps.com/>

Citizens Advice

National phone service – 0800 144 8848

Plymouth Branch - www.citizensadviceplymouth.org.uk

South Hams Branch (based in Totnes) – www.southhamscab.org.uk

Records of all complaints

A record of all complaints received will be held by Kerry James Therapy for a period of five years or in the case of a child (under 18) until they are twenty-three. Details of the original complaint, any correspondence and the outcomes will be held confidentially within my filing systems.

Please see my privacy policy, <https://www.kerryjamestherapy.com/fees-and-policies>, for more information regarding how I keep your data safe.