



## **Complaints Procedure**

### **Introduction**

The Youth Intervention Centre is a counselling and intervention service for five to twenty-five-year-olds. We aim to provide the highest standard of counselling and services to our clients.

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

We take all complaints very seriously with the strictest confidentiality.

This procedure explains how to complain and how we handle any complaints that we are made aware of.

### **How to make a complaint**

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

- In writing, addressing your concerns to the Practice Manager, Youth Intervention Centre, 2<sup>nd</sup> Floor, 47 Fore Street, Ivybridge, Devon. PL21 9AE.
- By telephone, asking to speak to the Practice Manager or Lead Counsellor
- By email to [info@youthinterventioncentre.com](mailto:info@youthinterventioncentre.com)
- In person to the main office (please phone to make an appointment)

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

#### **An Informal complaint**

We 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 with either the Practice Manager or Lead Counsellor. 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. We 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 our response there are other organisations who you can refer to. These are noted below:

### **National Counselling Society** (for counselling service only)

We are members of the NCS. NCS can impose sanctions and even withdraw membership if a complaint is upheld against one of its members.

Tel: 01903 200666

Website: [www.nationalcounsellingsociety.org](http://www.nationalcounsellingsociety.org)

### **Citizens Advice**

(Local advice services)

National phone service - 03444 111 444

Plymouth Branch - [www.citizensadviceplymouth.org.uk](http://www.citizensadviceplymouth.org.uk)

South Hams Branch (based in Totnes) – [www.southhamscab.org.uk](http://www.southhamscab.org.uk)

## **Records of all complaints**

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