



Regus Leicester
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Complaints Handling Procedure

We are committed to providing a high-quality psychotherapy service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have 56 days within which to consider and act upon your complaint. If you do not feel that it has been resolved within this time, you are welcome to contact our regulatory body, the *British Association of Behavioural and Cognitive Psychotherapies (BABCP)*.

What will happen?

1. First, we will send you a letter acknowledging receipt of your complaint within three days of having received it, with a copy of this procedure, and that of the British Association of Behavioural and Cognitive Psychotherapies (BABCP).
2. We will then investigate your complaint. This will normally involve passing your complaint to one or two of the other directors, who will review the matter, and discuss it with the therapist who the complaint is against.
3. In these initial stages, the other director will ask that the therapist informally engages with you to try to resolve the matter. For instance, it may be the case that an unintended mistake occurred on the part of the therapist who was unaware of it, and who can then issue you an apology.
 - a. We aim to complete these initial stages within 28 days of having received your complaint at our office.
4. If the complaint warrants further action, the other director who reviewed the matter will invite you to a meeting to discuss the situation, and hopefully come to some resolution.
5. If you do not want a meeting or it is not possible, the director will send you a detailed written reply to your complaint, including their suggestions for resolving the matter.
 - a. We aim to complete these later stages within 28 days after the therapist has tried to engage with you informally.
6. At this stage, if you are still not satisfied with the outcome, you are welcome to contact our regulatory body, the BABCP:

BABCP
Imperial House
Hornby Street
Bury
Lancashire BL9 5BN

A copy of the BABCP complaints procedure will also have been sent to you.