



## COUNSELLING SERVICE

### COMPLAINTS PROCEDURE

If you are not happy with any aspect of the service or have a complaint we would like to hear about it.

#### Informal complaints procedure

Here is what you can do first if you have a complaint about one of the counsellors.

Most difficulties can be settled informally at an early stage by talking directly to your counsellor. Doing so provides the opportunity to discuss your concerns in detail. The counsellor concerned will understand that you are taking responsibility for yourself in the counselling relationship. This can be very helpful, as it allows for the possibility of clearing up any inadvertent misunderstandings and/or correcting possible mistakes.

#### Formal complaints procedure

A complaint could concern:

- The professional conduct of a counsellor
- Service policy or any other aspect of service delivery.

If informal resolution is not possible, or you decline to use informal means, you can consider submitting your complaint in writing to the Head of Service.

Student Complaint Form (Appendix N1), can be obtained from the School Office or the Student Union. Please use this form to submit a complaint under the formal complaints procedure policy.