

**Simeon Centre Counselling Service**  
**Complaints Policy**

## **Introduction**

The Simeon Centre Counselling Service is open to all members of the local community aged 16 years and above. Our aim is to provide the highest standards of counselling and service to our clients.

If you believe we have fallen short of your expectations we invite you to tell us what we have done and how we can improve our service in future.

This document explains how we will handle concerns and complaints we are made aware of.

## **How we aim to handle complaints**

All concerns and complaints are taken seriously. They will be handled in strictest confidence and in accordance with procedures set out in this document.

When a complaint is received it will be recorded using the Record of Complaint form (see appendix).

The Manager/Coordinator is responsible for investigating and resolving complaints to your satisfaction. If a complaint is made against the Manager/Coordinator, an officer of the Board of Trustees will take responsibility for investigating and resolving the complaint.

## **How to complain**

There are many ways you can register your complaint with the Simeon Centre:

- in writing, addressing your concerns to The Manager/Co-ordinator, Simeon Centre Counselling Service, Victoria Hall, Knowsley Street, Bolton, BL1 2AS
- by telephoning 01204 387 363
- via email to [counselling@simeoncentre.org.uk](mailto:counselling@simeoncentre.org.uk)
- in person at the centre

If you would like someone to help you complain, please provide us with your written consent. This will allow us to discuss the complaint with your appointed person.

## **Stages of complaint procedure**

### **Informal**

As you bring to our attention a concern or complaint about any aspect of our service, we will immediately try our best to resolve these to your satisfaction in an informal way. However, if you wish, it is your right to register a formal complaint at any time.

### **Formal**

If you wish to register a formal complaint we aim to acknowledge receipt of it within 5 working days (excl. weekends).

All formal complaints will immediately be brought to the attention of an officer on the Board of Trustees.

Subsequent responses to complaints will depend upon the nature of the complaint and any investigations that may have to take place. If we are unable to resolve a complaint to your satisfaction within 10 working days of our acknowledgement, we will update you on our progress on a weekly basis (or some other interval agreed by both of us).

If the response to your complaint is not resolved to your satisfaction you have the right to appeal directly to the Chair of the Board of Trustees and/or consult with external agencies (see below).

## **Formal Complaints about a Counsellor**

If you wish to make a formal complaint about the counselling you have received or the conduct of your counsellor the above procedure will still apply. However, in these situations we will also notify the counsellor's supervisor of the complaint. All counsellors volunteering with the Simeon Centre regularly meet with their supervisor who is an independent counselling practitioner.

## **Other complaints (not related to Simeon Centre staff/volunteers)**

The centre is housed within the Bolton Methodist Mission. Many other groups and projects use the building other than the Simeon Centre. If your complaint is about someone or something that is not related to the Simeon Centre we will forward your complaint to the appropriate organisation within the Methodist Mission.

## **Other sources of help available to you**

If after our investigation you remain unsatisfied with our response there are other organisations who may be willing to help you. The following list is not exhaustive but may be able to offer you some assistance.

### **BACP (British Association for Counselling and Psychotherapy)**

Members of the BACP adhere to their published Ethical Framework. The BACP will impose sanctions and even withdraw membership if a complaint is upheld against one of its members.

Tel: 01455 883300  
Email: [enquiries@bacp.co.uk](mailto:enquiries@bacp.co.uk)  
Web: [www.bacp.co.uk](http://www.bacp.co.uk)

### **Citizens Advice Bureau**

Local information and advice services.

Tel: 0844 826 9707  
Web: [www.boltoncab.co.uk](http://www.boltoncab.co.uk)

### **VOICE UK**

Voice promote justice for vulnerable victims of crime or abuse.

Tel: 0808 802 8686  
Email: [helpline@voiceuk.org.uk](mailto:helpline@voiceuk.org.uk)  
Web: [www.voiceuk.org.uk](http://www.voiceuk.org.uk)

## **Simeon Centre contact information**

Simeon Centre Counselling Service  
Victoria Hall  
Knowsley Street  
Bolton  
BL1 2AS

Tel: 01204 387 363  
Email: [counselling@simeoncentre.org.uk](mailto:counselling@simeoncentre.org.uk)  
Web: [www.simeoncentre.org.uk](http://www.simeoncentre.org.uk)

Registered charity no: 1098428

# Appendix

# Simeon Centre Record of Complaint

Name:

Date received:

Address:

Contact no:

Nature of complaint:

Name of person completing form:

Is this a formal complaint? Yes / No

Date made formal:

Date	Action taken to resolve complaint	By whom