

## Complaints Procedure

Fegans aims to offer and sustain service and care of the highest quality. Those who use our services have the right to complain if, in their opinion, something has gone wrong. They also have the right to expect that their complaint will be heard and dealt with in a reasonable time, and in an efficient and sensitive manner.

Fegans complaints procedure is as follows:

### **Stage 1: Investigation and resolution by local Manager.**

We encourage clients to voice their concerns at an early stage rather than to 'harbour' anxieties or discontent. We expect the local Manager to respond to such concerns within 2 working days.

### **Stage 2: Referral to Operations Director**

If, after resolution at a local level, the client remains unhappy, they (or Fegans staff involved) are encouraged to contact the Operations Director as soon as practicable. Such referral should be in writing, setting out clearly the nature of the concern and any action taken to date to remedy the situation. The Operations Director (or their deputy) will arrange for the complaint to be investigated within one working week, and will respond in writing within a further 7 days.

### **Stage 3: Appeal Process**

If the complainant is still unsatisfied the matter can be escalated to the Chief Executive. The Chief Executive and the Chair of Trustees will review the matter and respond within a further 2 working weeks.

This decision is final.

If the complainant is still unhappy then for counselling related complaints the British Association for Counselling and Psychotherapy can be contacted at:

BACP House, 15 St John's Business Park, Lutterworth, Leicestershire, LE17 4HB

Telephone No: 01455 883300

Email: [bacp@bacp.co.uk](mailto:bacp@bacp.co.uk)

Fegans considers complaints to be a means of improving the quality of the care and service it provides. Therefore, part of the procedure will involve the recording and monitoring of complaints with a view to ascertaining if any trends are established, and what action is required to improve our service.