CONCORDIA COUNSELLING

APPENDIX C

1. COMPLAINTS POLICY

1.1 Whilst I make every effort to ensure that my practice remains consistently adherent to the relevant statutory, professional and ethical obligations, I recognise the importance of empowering clients to raise any concerns which they may have in regards to any aspect of service provision. Accordingly, I set out below the processes available by which to initiate a complaint, relating specifically to either counselling or data protection related issues, respectively.

1.2 I would ask that in the first instance, that you kindly bring to my attention any concerns relating to provision of service received and / or any data protection matters. In both cases, I would appreciate it if you would confirm the nature of the issue to me in writing, via email to murray@concordiacounselling.org, providing sufficient information to enable me to investigate further.

1.3 I will attempt to acknowledge your concern as soon as practicable and to ensure that I have understood the basis of it. To this end, if there are any further items of information or questions arising, I will confirm these to you and ask that you offer any reasonable clarification at your earliest convenience.

1.4 Upon receipt of the information necessary, I will exercise best endeavours to provide a detailed response to your concerns, no later than within thirty days. During the course of my investigation, I will revert to you if it becomes apparent that further information might assist me in confirming an outcome and I will also keep you informed throughout the process.

1.5 In the event that you remain unhappy with my response, upon completion of my investigation, then I would ask at that point that you direct your concern to the appropriate body, as detailed below.

2. COMPLAINTS CONCERNING COUNSELLING PRACTICE

2.1 I am a member of the British Association for Counselling and Psychotherapy ("BACP") and endeavour to adhere strictly to its Ethical Framework.

2.2 Further to Section 1 of this policy, if following my investigation into your complaint concerning any aspect of counselling provision, you remain dissatisfied with the outcome, then you may then escalate your complaint BACP, by means of the Professional Conduct Procedure.

2.3 For further information around the counselling provision offered by Concordia Counselling, I would respectfully refer you to the counselling agreement entered into prior to commencing therapeutic engagement.

3. COMPLAINTS CONCERNING DATA PROTECTION

3.1 In respect of any data protection concerns, I (Murray Lindley, trading as Concordia Counselling) am the Data Controller, where the counselling agreement is directly between myself and you.

3.2 You have a right to complaint in respect of any issue(s) relating to data protection, established on 19th June 2026, under the Data (Use and Access) Act 2025 (Section 164A, Data Protection Act 2018), on the basis of the process set out within this policy. As stated, I would ask that you initially address any concerns to myself, to enable opportunity for me to collaboratively resolve the problem.

3.3 Further to Section 1 of this policy, if following my investigation into your complaint concerning data protection, you remain dissatisfied with the outcome, then you may then escalate your complaint to the Information Commissioner's Office at https://ico.org.uk/ or by calling 0303 123 1113.

3.4 For further information around the Privacy Policy operated by Concordia Counselling, please see relevant document under the Policies tab of the website.