



Complaints Procedure

Rising Hope Counselling
Rachel Herbert MBACP
Sole Trader

1. Statement of Intent

Rising Hope Counselling aims to provide a high-quality, ethical, and professional counselling service that meets the needs of clients. I believe this is achieved most of the time; however, if you feel that something is not working well or you are dissatisfied with any aspect of the service, your feedback is welcomed and taken seriously.

This complaints policy is informed by the **BACP Ethical Framework for the Counselling Professions**, particularly the principles of **trustworthiness, accountability, justice, and self-respect**.

2. Informal Resolution

If you are unhappy with any aspect of the counselling service, I encourage you, where possible, to raise this directly with me. Many concerns can be resolved quickly and constructively through open discussion within the therapeutic relationship.

If you feel unable to raise the issue directly in session, you may contact me via email or telephone to discuss your concern.

Where appropriate, I will aim to respond promptly and, where possible, within **five working days**.

3. Formal Complaint

If you are not satisfied with the response to an informal concern, or if you wish to make a formal complaint, this should be made **in writing** (by email or letter).



Your written complaint will be:

- Acknowledged within **three working days**
- Logged and managed confidentially
- Considered carefully and fairly

I will aim to provide a full written response within **ten working days**. If this is not possible due to the complexity of the issue, you will be informed of the progress and given an expected timescale.

4. Use of Supervision

In line with ethical practice, I may consult my **clinical supervisor** when responding to a complaint. Any discussion will be anonymised wherever possible and used to ensure that the complaint is handled ethically, fairly, and in accordance with professional standards.

5. Complaints to BACP

If your complaint cannot be resolved directly with me, or if your complaint relates to professional conduct or ethical practice, you have the right to escalate your concern to my professional body:

British Association for Counselling and Psychotherapy (BACP)

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

Details of the BACP Professional Conduct Procedure can be found on the BACP website.

6. Safeguarding and Legal Considerations



This complaints procedure does not limit your right to take further action if you believe there has been serious professional misconduct or a breach of legal responsibilities. Where safeguarding concerns arise, these will be managed in line with legal and ethical requirements.

7. Learning and Service Improvement

All complaints are viewed as opportunities for reflection and learning. Feedback is used to support ongoing professional development, service improvement, and ethical practice.

8. Review of This Policy

This policy is reviewed annually or sooner if required by changes in legislation, ethical guidance, or practice arrangements.

Last reviewed: January 2026

Next review due: January 2027