



Wellness Counselling Centre: Client Complaints Policy

Introduction:

At Wellness Counselling Services, we are committed to providing high-quality care and support to our clients. We believe in the importance of transparent communication and the value of feedback, including complaints. This policy outlines the process for clients to raise concerns or complaints about our services, staff, or any aspect of their experience with us.

Purpose:

This policy aims to ensure that all complaints are addressed promptly, fairly, and confidentially, aiming to resolve any issues to the client's satisfaction while improving our services' quality.

Scope:

This policy applies to all clients of Wellness Counselling Services, their families, and representatives.

Making a Complaint:

1. How to Make a Complaint:

- Clients can make a complaint verbally to their counsellor or any staff member.
- Complaints can also be submitted in writing via email, our website, or by post to our office address.
- A complaints form is available on our website or at our reception for clients who prefer.

2. Assistance with Making a Complaint:



- If you need assistance to make a complaint, our staff can help you articulate your concern and complete the necessary forms.
- Support persons or advocates are welcome to assist clients in the complaints process.

Complaints Process:

1. Acknowledgement:

- All complaints will be acknowledged within two working days of receipt.
- The client will be informed of the process and timeframe for investigating the complaint.

2. Investigation:

- A designated staff member or a complaints officer will investigate complaints thoroughly and impartially.
- We may contact you to clarify details or request further information.

3. Resolution:

- We aim to resolve complaints within 20 working days. If the investigation will take longer, we will inform you of the reason and the expected timeframe.
- The outcome of the investigation will be communicated to the client in writing, including any actions taken to resolve the complaint and prevent future occurrences.

4. Escalation:

- If the client is unsatisfied with the outcome, the complaint can be escalated to the management team for review.
- Further external mediation or arbitration services may be suggested if a satisfactory resolution cannot be reached internally.

**Confidentiality:**

All complaints and information shared during the investigation will be handled with the utmost confidentiality and following applicable privacy laws. Information will only be shared with those directly involved in resolving the complaint.

Feedback:

We welcome feedback on our complaints process to ensure it remains effective and client-centred. Feedback can be provided through the same channels as complaints.

Review:

This policy will be reviewed annually to ensure it remains relevant and effective. Amendments will be communicated to clients through our website and service locations.