

Maz Callaghan Psychotherapeutic Counselling

07359 069 678

www.therapeutic-minds.co.uk

hello@therapeutic-minds.co.uk

Scotland, United Kingdom
Online Service



Therapeutic Minds Complaints Procedure

My focus within our sessions are on your needs therefore if at any point of your experience that you feel this falls short then I am here to receive your concerns as I care about the service you are receiving and would like to support you in finding a resolution.

Therapeutic Minds treat all complaints seriously and with the utmost of sensitivity and confidentiality.

Therapeutic Minds adhere to the National Counselling and Psychotherapy Society (NCPS) ethical framework.

The aims of the complaint procedure are:

- To enable any complaint to be investigated in the fairest possible way.
- To ensure that complaints are dealt with in a timely manner.
- To enable the consequences of mistakes to be resolved and avoid any unnecessary conflict.

Therapeutic Minds complaint procedure document can be accessed via:

- Therapeutic Minds website www.therapeutic-minds.co.uk
- A hard copy can be requested by phone, email or letter.
- Although there are not the resources to produce this document in multiple languages and formats, it can be translated, viewed in larger text and read out loud using standard online tool's.

Who can complain:

- Anyone who receives psychotherapeutic counselling support from Therapeutic Minds
- Anyone who used the above services in the last 3 years, unless the client is under 16 years old. The 3 years will start from their 16th birthday. This is in line with the NCPS Professional Conduct Procedure.
- Someone representing a client, where the client received counselling from Therapeutic Minds.
- A parent or guardian representing a child under the age of 16 where the child has received counselling from Therapeutic Minds.
- Someone representing an adult or young person who lacks mental capacity, where they have received counselling from Therapeutic Minds.

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Anonymous complaints will be discussed with a Clinical Supervisor who will discuss the appropriate course of action.

What is the time limit:

The time limit within which service users or third parties may make a complaint is 3 years. This is in line with the NCPS Professional conduct procedure. It is however beneficial for all concerned, if the complaint is brought to the attention of the Psychotherapeutic counsellor as soon as possible.

How to complain:

A complaint should be made in the first instance to the Psychotherapeutic counsellor, Maz Callaghan. This can be by telephone, email or letter. Please contact:

Maz Callaghan

Email: hello@therapeutic-minds.co.uk

Telephone 07359 069 678

Informal complaint:

When a complaint has been received then an informal resolution will be sought by the psychotherapeutic counsellor, Maz Callaghan. This will be acknowledged within 7 days of it being received. The complainant will be forwarded the complaints procedure. Resolution management could involve an online meeting, or written explanations depending on what suits your needs.

If an online face to face meeting is requested, you have the right to be accompanied and/or be represented by a supportive person of your choice. The psychotherapeutic counsellor may also have their Clinical Supervisor present in order to assist the process of resolving the complaint. This session will be free of charge.

Alternatively, you may speak to the psychotherapeutic counsellor's Clinical Supervisor who will hold a confidential space to acknowledge your concerns, and potentially signpost you for ongoing therapeutic support. This will also help the supervisor to support the psychotherapeutic counsellor to enhance their practice and ensure that this complaint doesn't occur again by incorporating the reflections and learnings. This session will also be free of charge.

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Formal complaint:

Get help from National Counselling & Psychotherapy Society (NCPS)

Maz Callaghan of Therapeutic Minds is accredited by The National Counselling and Psychotherapy Society (NCPS) if you feel Therapeutic Minds have been unsuccessful at supporting you with your complaint there is further support and advice from them in the link:

<https://nationalcounsellingsociety.org/have-a-concern/concerns-and-complaints-about-an-organisational-member>

Keeping records of complaints:

A record will be kept of all complaints received for a period of 3 years. Anonymous complaints will also be recorded, including the reasons for any decision to pursue or not to pursue the complaint. A report of the complaint, procedure and outcome will also be submitted to the NCPS if requested.

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