



COMPLAINTS POLICY

At Michaela McCarthy Ltd known as Michaela McCarthy & Associates I am committed to providing an excellent clinical service for my clients.

I encourage constructive feedback from all the clients I see for therapy invite all clients to tell me about their experiences – including complaints.

I take all complaints seriously and will do everything I can to put things right and reach a satisfactory outcome for all.

COMPLAINTS PROCEDURE

Making a Therapeutic or Service Complaint

If you have a complaint about me as your therapist, please speak to me directly in the first instance, where possible.

Alternatively, you can put a complaint in writing:

- Michaela McCarthy Ltd, 74-80 Upper Tooting Road, London SW17 7PB.
- Via email to ea@michaelamccarthy.com. You will receive an acknowledgement within 5 working days. If you are not happy with the response, then please email Michaela McCarthy direct michaela@michaelamccarthy.com.

If you are still not happy with the overall outcome and wish to take things even further, please contact: BACP, 15 St Johns Business Park, Lutterworth, Leicestershire LE17 4HB. www.bacp.co.uk.

How To Make a Complaint

If you wish to make a complaint, you must do so within **one month** of the date on which the event occurred – or within one month of the date on which you could reasonably be expected to have known about the matter.

A complaint may only be made by a client/s, not by a third party or representative. Anonymous complaints are rare and treated with caution.

You are encouraged to raise matters less formally with Michaela McCarthy. All complaints are taken seriously, and Michaela McCarthy will do everything she can to resolve the matter.



If you are still not satisfied, you can contact the BACP directly if it is a clinical or training school complaint: BACP, 15 St Johns Business Park, Lutterworth, Leicestershire LE17 4HB. www.bacp.co.uk.

Further information

Michaela McCarthy is a qualified Counsellor and Psychotherapist and a senior accredited with the British Association for Counselling and Psychotherapy (BACP) she abides by the BACP's Ethical Framework for the Counselling Professions, which includes the Professional Conduct Procedure.