
		<h2>COMPLAINTS POLICY</h2>
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Andy Brelsford V8	20/01/26	
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CLEAR is committed to providing the best possible service for all our clients. Sometimes our clients' expectations may not be met. In those rare circumstances, we will apologise, see how we can learn from the situation and correct things where we can. If there has been a misunderstanding, we will seek to identify how that has happened and to adjust our procedures to avoid a reoccurrence.

This Complaints Policy is for:

- Any child, young person, or adult receiving services from CLEAR – including counselling, therapy, training or any other services delivered or commissioned by CLEAR
- Any parent or carer who has parental responsibility for a child or young person who is receiving services from CLEAR
- Complaints made on behalf of a child or young person or vulnerable adult

Making a Complaint

You can make your complaint in whichever way suits you – by letter, email, using our feedback form, in person, by telephone or using social media. We take all feedback or complaints seriously and aim to deal with them empathetically and efficiently.

We will aim to send you a letter within 5 working days acknowledging your complaint. If appropriate, we will ask you to clarify or explain the complaint further and will also ask what resolution you are seeking. We will advise who will be managing the complaint (Complaint Manager) and give you their contact details.

How we will Deal with your Complaint

The Complaint Manager will then, or on receipt of the further information requested (if any), investigate your complaint, examine the evidence available and speak with members of staff and/or others as appropriate.

The Complaint Manager will write, telephone or arrange a meeting with you (online or face-to-face) to discuss and hopefully resolve your complaint or seek further clarification from you. We aim to respond within fourteen days of our acknowledgement letter, but please bear in mind that in some cases our investigations may take longer.

If we are unable to respond fully to your complaint within twenty one days of receipt, we will tell you this, the reasons for the delay and will seek to agree a reasonable timescale for completion of our investigation and report to you. This communication will be recorded alongside the investigation and on the complaints form held by CLEAR.

Next Steps

Once we have investigated your complaint, we will write to you with our proposal for how to resolve it. We hope this will address your concerns and if you are happy with the resolution, the Complaint Manager will close and file the complaint and communicate any actions required within CLEAR.

Appealing Our Decision

If, having received our written conclusions, you are still not satisfied, you have the right to appeal. Please let us know if you wish to appeal, outlining why you disagree with our proposed resolution. We will arrange for the Chief Executive, Deputy or a member of the Board (as appropriate) who has not been involved in your complaint, to review the position as an Appeal Manager.

We will write to you again after receiving your request for a review, setting out our final position on your complaint and explaining our reasons.

Taking It Further

If you are still not satisfied with the outcome from this process, you could take your complaint to the British Association of Counsellors and Psychotherapists (BACP) or to the Charity Commission, at which point they will follow their own policies and procedures.

Relevant contacts:

BACP House, 15 St John's Business Park, Lutterworth, Leicestershire LE17 4HB. General Enquiries: 01455 883300.

Charity Commission: <https://www.gov.uk/complain-about-charity>

General Enquiries: 0300 066 9197

Particular Circumstances

Where a complaint is received from a representative acting on behalf of a child, young person, or vulnerable adult, we will confirm where possible that the child, young person or vulnerable adult has agreed for this to happen, and that the complaint submitted reflects their views.

We will use our experience and judgement to decide whether the representative is suitable to act in this capacity or has "sufficient interest" in the person's welfare. In these circumstances it is our policy to take the following into consideration:

- the wishes and feelings of the child, young person or vulnerable adult
- the wishes and feelings of the parents/carers of the child, young person or vulnerable adult

Our policy is to consider representation with regard to this decision on a case by case basis.

If a decision is reached that the representative does not have sufficient interest, we will write to the complainant explaining why.