Inner Compass
THERAPEUTIC SERVICES LTD

COMPLAINTS POLICY

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INNER COMPASS THERAPEUTIC SERVICES LTD

Purpose
This policy explains how clients can raise concerns about any aspect of the therapy service provided by Inner Compass Therapeutic Services and Associate Therapists working under the practice. It ensures complaints are handled fairly, promptly, and transparently.

Who This Policy Applies To
This policy covers:

- The sole-trader practice owner
- All associate therapists who provide services on behalf of the practice
- Any administrative or support processes connected to the practice

Clients should use this policy regardless of which therapist they have seen.

How to Make a Complaint
Clients can raise a complaint in any of the following ways:
• Email: sam@innercompasstherapeuticservices.co.uk
• Phone: 07759424652

Clients should provide as much detail as possible, including dates, the name of the therapist involved, and the nature of the concern.

Acknowledgement and Response Times

- Complaints will be acknowledged within 5 working days.
- A full response will normally be provided within 20 working days.
- If more time is needed (for example, to gather information from an associate therapist), the client will be informed and given a revised timeframe.

How Complaints Are Handled
All complaints are reviewed by the practice owner, even if the complaint relates to them personally. The process includes:

- Reviewing the information provided
- Requesting additional details if needed
- Speaking with the associate therapist involved (if applicable)
- Reviewing session notes or relevant documentation
- Considering whether any policies or procedures were not followed

The aim is to understand what happened, respond openly, and take appropriate action.

Complaints Involving Associate Therapists
If the complaint concerns an associate therapist:

- The practice owner will lead the investigation
- The associate therapist will be asked to provide information and reflections
- The practice owner will determine the outcome and any required actions
- The associate therapist may also need to follow their own professional body's procedures

Clients will receive a single, unified response from the practice.

Possible Outcomes
Outcomes may include:

- An explanation or clarification
- An apology
- Changes to practice procedures
- Offering a different therapist
- Ending therapy if appropriate
- Signposting to external support or regulatory bodies

Escalation Options
If a client is not satisfied with the outcome, they may escalate the complaint to the therapist's relevant professional body.

Details of the appropriate body will be provided upon request.

Confidentiality
All complaints are handled confidentially and in line with GDPR. Information is shared only when necessary to investigate the complaint or where legally required.

Record Keeping
A record of all complaints and outcomes is kept securely for audit, learning, and insurance purposes.

Commitment to Learning
Complaints are used as an opportunity to improve the quality, safety, and professionalism of the service.

Review and Responsibility
Inner Compass Therapeutic Services take responsibility for maintaining this statement and reviewing it periodically to ensure it remains appropriate for the size and nature of the practice. All associates are expected to read, understand, and comply with this statement as a condition of working with Inner Compass Therapeutic Services.

Written by: Sam Lewis

Date: 1st April 2026
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