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**Complaints Procedure**

*Independent Therapists/Practitioners:*

The Butterfly Room does not employ therapists; however we are proud of all the therapists, practitioners and consultants who work under our company name, “The Butterfly Room”. If we were not confident of their high standard and performance we would not be happy to work alongside them. In respect of a complaint in regards to a counsellor or psychotherapist we will be directly responsible for resolving your complaint as outlined in our complaints procedure and will endeavour to ensure you are satisfied with the outcome. We will, through our investigation make recommendations, for a satisfactory and appropriate outcome and any complaint that we receive in regards any of our therapists will be treated as a serious issue and may well affect the future relationship we have with that therapist/practitioner.

If anyone is unhappy with any part of our service, or if they have a complaint to make, we would like to know about it as soon as possible in order to resolve the situation quickly. All complaints will be treated seriously and confidentially.

Aims of the Complaints Procedure

To enable a complaint to be investigated in a fair manner

To enable complaints to be resolved as speedily as possible

To allow consequences of mistakes to be put right without unnecessary conflict

To improve the quality of the service

Who can Complain

Anyone who is using the counselling service

Anyone who has enquired about the counselling service or is on the waiting list

Anyone from another organisation who has enquired about our service, or who is working with or representing someone who is using or has used the service

Anonymous complaints will be investigated by the Director, who will use discretion in assessing what action should be taken.

Time limits for complaints

Complaints can be accepted up to three months from the time of the problem arising. However, it is much easier to sort out difficulties if the complaint is brought to our attention as quickly as possible.

How to Make a Complaint

If you are receiving our counselling service, please try to talk your concerns over with your counsellor if you can.

A formal complaint should be made in the first instance to the Director. This can be in writing by email or letter. Please contact:

Laura Burrage, Director  
The Yellow Butterfly Room  
Larwood School  
Webb Rise  
Stevenage  
Herts  
SG1 5QU   
[laura@thebutterflyroom.org](mailto:laura@thebutterflyroom.org)

Confidentiality and Communications

Every complaint will be treated with care and confidentiality. We will attempt to communicate clearly and directly with all complainants or their representatives in a timely manner, as described below.

Complaint Procedure:  
  
Stage 1:

Every opportunity will be taken at the time of the initial complaint to settle the concern informally. This may include telephone conversations or face to face meetings or written explanation of the reasons for a decision taken. The Director will normally handle the complaint (hereafter named as Investigator), but if the Director is the subject of the complaint, then a designated member of The Butterfly Room will undertake to respond to the complaint and manage the complaints procedure.

Stage 2: Investigation of the Complaint

The investigator will make a thorough and confidential investigation of the complaint, contacting both the complainant and the person complained against.

The investigator will have access to relevant documents and papers within The Butterfly Room Service and to staff members, if appropriate. They may ask for evidence from either party. The complainant and the party or parties complained against and/or their representative will not be asked to attend any meetings together. The investigator(s) will respond to the complainant within twenty-eight days, and inform the person whom the complaint has been made against.

If it is not possible to respond within 28 days, the complainant will be informed of any reasons for a delay. All investigations will be completed and responded to within six months.

The investigator will make recommendations regarding the action required to bring about the resolution of the complaint and any sanctions which they may consider appropriate to apply to either party. In such circumstances, they will also provide instructions for the monitoring of the fulfilment of said actions or sanctions. Examples of possible sanctions would include:

A formal apology to the complainant

A requirement to undertake further relevant training

Suspension of the person concerned from their work at The Butterfly Room.

Appeal:

If you are unhappy with the response we will advise you of the other agencies you can complain to. However you may wish to also complain to the professional who referred you to us or the professional bodies with whom the therapist maybe registered with. We are happy to receive any other comments on our service to customers. Please contact us in any of the ways mentioned above.