

Halcyon Clinical Psychology and Animal Assisted Therapy CIC's Complaints Policy

Purpose

The purpose of this policy is to ensure that all complaints are handled fairly, consistently and promptly. We welcome feedback and take complaints seriously as an opportunity to improve the quality of our services.

This policy applies to anyone who uses our services, including clients, referrers and other stakeholders.

Our Commitment

We aim to:

- Listen to concerns with respect and without judgement.
- Respond promptly and professionally.
- Investigate complaints fairly and objectively.
- Keep information confidential, sharing it only with those who need to know in order to investigate the complaint.
- Learn from complaints and make improvements where appropriate.

Making a complaint will not affect your access to our services unless there are circumstances where safety or professional boundaries require changes to be made.

How to Make a Complaint

Complaints should be made in writing wherever possible. This can be by email or letter.

Please include:

- Your name and contact details.
- A description of your concern or complaint.
- Relevant dates and people involved.
- What outcome you are hoping for.

If you need support to make a complaint because of disability, communication needs or other circumstances, please let us know and we will make reasonable adjustments where possible.

Who to Contact

Complaints should normally be sent to:

Director

Halcyon CIC, Studio 2, Brookend Farm, Brookend Lane, Kempsey, Worcs., WR5 3LF

Email: admin@halcyoncic.com

If your complaint relates to the Director, please send it to:

Associate Investigator

Email: kim@halcyoncic.com

The Associate receiving the complaint will acknowledge it and if appropriate, appoint themselves or another Associate, to support an impartial investigation. Where this is not possible due to conflicts of interest or availability, an appropriately qualified independent professional may be asked to assist.

What Happens Next

Step 1 – Acknowledgement

We will acknowledge receipt of your complaint within **five working days**.

If we need further information before beginning our investigation, we will let you know at this stage.

Step 2 – Investigation

We will investigate your complaint by reviewing relevant records, speaking with those involved where appropriate, and considering any evidence provided.

You may be contacted if further clarification is needed.

We aim to complete our investigation and provide a written response within **20 working days** of acknowledging your complaint.

If the investigation is likely to take longer, we will explain why and provide an updated timescale.

Step 3 – Outcome

Our written response will include:

- A summary of the complaint.
- The outcome of the investigation.
- Any actions that have been taken or will be taken.
- Information about any further options available if you remain dissatisfied.

Complaints About the Director

Where a complaint concerns the Director, the complaint will be managed by one or two Associates, who will investigate independently and provide a written response.

If the Associates consider that they cannot investigate impartially due to a conflict of interest or another reason, the organisation may appoint an appropriately qualified external professional to review the complaint.

Confidentiality and Data Protection

Complaints will be handled confidentially and in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Information relating to a complaint will only be shared with those who need access in order to investigate and respond. Complaint records will be stored securely and retained in accordance with our Data Retention Policy.

If your complaint concerns how we have handled your personal information, you also have the right to raise your concerns with the Information Commissioner's Office (ICO).

Professional Concerns

If your complaint relates to the professional conduct of one of our practitioners, we will consider whether it should also be referred to the relevant professional regulator where appropriate.

Nothing in this policy prevents you from making a complaint directly to the relevant professional body or regulator.

Clinical Judgement

We recognise that complaints may sometimes relate to professional opinions, clinical judgement or therapeutic approaches. While a complaint will always be considered fairly, thoroughly and respectfully, a difference of professional opinion does not necessarily indicate that the care provided was inappropriate or fell below expected standards. Our investigation will consider whether services were delivered in line with accepted professional standards, ethical guidance and our organisational policies, and we will explain the reasons for our conclusions.

Continuous Improvement

We review complaints to identify themes, improve our services and reduce the likelihood of similar issues arising in future.

Policy Review

This policy will be reviewed every two years, or sooner if there are changes to legislation, guidance or organisational arrangements.

Policy Owner: Director

Version: 1.0

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Review Date: July 2028