



CONNECTIVE
— STRENGTH —

Complaints Policy

1. Introduction

Connective Strength is committed to delivering high-quality trauma-informed therapeutic services, including Non-Violent Resistance (NVR) and Re-Attach, to families at risk of breakdown. Additionally, we provide comprehensive training programs for professionals in these therapeutic approaches. We value feedback from both clients and trainees, which helps us to maintain and improve our services and training. This policy outlines the procedures for raising and resolving complaints in a fair, timely, and transparent manner.

2. Purpose

The purpose of this policy is to provide a clear process for clients and trainees to raise concerns or complaints about any aspect of our service or training programs. We aim to resolve complaints quickly and effectively, ensuring that all parties feel heard and respected.

3. Principles

- **Confidentiality:** All complaints will be handled confidentially, and information will only be shared with those directly involved in the resolution process.
- **Fairness:** Complaints will be investigated impartially, without bias, and with the aim of resolving the issue fairly.
- **Accessibility:** The complaints process is straightforward, and support will be provided to clients and trainees to help them raise their concerns if needed.
- **Responsiveness:** We aim to acknowledge all complaints within five working days and to resolve them within 20 working days.

4. Procedure for Making a Complaint

Step 1: Informal Resolution

We encourage clients and trainees to raise any concerns directly with the practitioner, trainer, or staff member involved. Often, issues can be resolved quickly through open communication.

Step 2: Formal Complaint

If the issue is not resolved informally, or if the client or trainee prefers, they can make a formal complaint by emailing Connective Strength or writing to us at:
Connective Strength
13 Hyde Gardens
BN21 4PR

The complaint should include:

- The name and contact details of the complainant.
- A description of the complaint, including relevant dates and details.
- Any steps already taken to resolve the issue informally.

Step 3: Acknowledgment and Investigation

Upon receiving a formal complaint, we will acknowledge it within five working days.

An appointed senior member of our team will investigate the complaint, considering all relevant information. This process will be conducted impartially and with confidentiality.

Step 4: Resolution

We aim to resolve complaints within 20 working days of receipt. The outcome of the investigation will be communicated to the complainant in writing, explaining the findings and any actions taken.

If additional time is required, the complainant will be informed of the reason for the delay and provided with a revised timeline.

5. Appeals

If the complainant is dissatisfied with the outcome, they may appeal the decision within ten working days of receiving the outcome. The appeal should be directed to a different senior member of the team, who will conduct a further review. The final decision will be communicated within 15 working days.

6. Escalation to BACP

If the complaint remains unresolved after the appeal process, clients may escalate their complaint to the British Association for Counselling and Psychotherapy (BACP) by adhering to the BACP's Complaints Procedures.

7. Review and Monitoring

This policy will be reviewed annually to ensure its effectiveness and alignment with BACP guidelines and legal requirements. Complaints and outcomes will be monitored to identify any patterns and continuously improve our services and training programs.

