Your Right to Support and Advocacy

At any stage, you can have a representative to handle your complaint on your behalf and to be represented or accompanied at any meeting we arrange. This support could come from a friend, carer, or agency (e.g., an advocate). If you need help arranging this, we can provide details of advocacy organisations.

What is advocacy?

Advocacy is independent support that helps you express your views, understand your rights, and ensure your voice is heard. Advocates can help you navigate the complaints process and speak on your behalf if needed.



We are committed to providing a high-quality service to everyone we work with.

Your feedback matters to us. Positive or negative, it helps us to improve our services.

Scan to provide feedback

OTHER WAYS TO GIVE FEEDBACK

Email us
info@womenstherapyleeds.org.uk

Write to us
3 Limewood Way, Leeds LS14 1AB

Call us
0113 245 5725

Text us
07590 863 205

www.womenstherapyleeds.org.uk

Women's Counselling and Therapy Service



How to Give a Compliment, Raise a Concern or Make a Complaint



How can I give feedback?

We want to make it as easy as possible for you to share your feedback. Whether you want to give a compliment, raise a concern or make a complaint we welcome your input. You can provide feedback in the following ways:

- Face-to-face
- By letter
- By telephone
- By email

See the back of this leaflet for details

Do I have to put my name on it?

No, you don't have to provide your name. However, if you are making a complaint, remaining anonymous may limit our ability to investigate it fully. Additionally, we won't be able to update you on the actions we've taken or the outcome of your complaint.

I want to make a complaint, how will this be dealt with?

Firstly, we're sorry that you're unhappy, and we want to address your concerns and make things right.

To make a complaint, please see "How can I give Feedback?".

Once we receive your complaint, we will:

- Acknowledge it in writing within five working days.
- Inform you of the name of the person handling your complaint.
- Offer you a meeting or phone call to discuss your concerns, if you wish.
- Conduct a thorough investigation into your complaint.
- Complete our investigation and respond within 10 working days of our acknowledgment.
- Contact you if we need more time.



What if I am not happy with the outcome?

We hope you'll be satisfied with our response, but if not, we have a two-stage complaints process to ensure your concerns are thoroughly investigated:

- **Stage 1:** Your complaint will be investigated by a Service Manager or Clinical Lead, or the Head of Service if the complaint is about the Service Manager / Clinical Lead.

- **Stage 2:** If you're not happy with the outcome at Stage 1, you can escalate it to the Head of Service.

We strive to resolve matters fairly, and there is no further appeal process within WCTS after Stage 2. However, if you're still unsatisfied, you can take your complaint to the following:

If you complaint is about a Therapist, then you can raise this with the British Association for Counselling and Psychotherapy. Please see the complaint form on their website: https://www.bacp.co.uk/about-us/protecting-the-public/professional-conduct/how-to-complain-about-a-bacp-member