The Listening Path - Complaints Policy

(a service within Best Foot Forward)

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1. Commitment
The Listening Path is committed to providing a high-quality, safe, and supportive counselling service.
If something does not feel right, feedback and complaints are taken seriously and viewed as an opportunity to improve the service.

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2. Who Can Make a Complaint
A complaint can be made by:
- A young person receiving support
- A parent or carer
- A referring professional (e.g. school or SENCO)
- Any individual involved with the service

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3. Informal Resolution
Where possible, concerns should first be raised informally.
This can be done by:
- Speaking directly with the practitioner
- Contacting The Listening Path via email or phone

Many concerns can be resolved quickly through open and respectful discussion.

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4. Formal Complaints Procedure
If the issue cannot be resolved informally, a formal complaint can be made.
Step 1 – Submit a Complaint
Complaints should be made in writing and include:
- Your name and contact details
- A clear description of the concern
- Any relevant dates or details

Step 2 – Acknowledgement
- The complaint will be acknowledged within 5 working days
- You will be informed of the next steps

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Step 3 – Investigation
- The complaint will be reviewed fairly and confidentially
- Relevant information will be considered
- Advice may be sought through supervision or Best Foot Forward procedures

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Step 4 – Outcome
- A written response will be provided within 20 working days (where possible)
- The response will outline findings and any actions taken

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5. Escalation
If you are not satisfied with the outcome, you may:
- Request a further review through Best Foot Forward
- Contact the relevant professional body (if applicable)

For example:
- NCPS (National Counselling & Psychotherapy Society)
- Other regulatory or professional organisations

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6. Confidentiality
- Complaints will be handled sensitively and confidentially
- Information will only be shared where necessary to investigate the concern

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7. Safeguarding
If a complaint raises a safeguarding concern:
- This will be addressed immediately
- Safeguarding procedures will take priority

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8. Learning and Improvement
The Listening Path is committed to:
- Reflecting on feedback
- Improving practice
- Maintaining high professional standards

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9. Contact
Complaints can be made via:
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📞 Phone: +44 7824 903282

Or via Best Foot Forward:
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