

Complaints Procedure for Laura Manifold Therapy

I am a registered member of the British Association for Counselling and Psychotherapy (BACP), Registered Member Number 396738, and I abide by their Ethical Framework.

If you are not happy with any of our sessions or the standard of my work, I hope you would feel able to talk to me about this. I take all concerns seriously and will do my best to address any issues in a fair and thoughtful way.

If you feel unable to talk to me directly, or if you have a serious complaint, you can contact BACP's Get Help With Counselling Concerns service. They provide confidential telephone and email guidance on what to do if you have concerns about your therapy or therapist.

BACP Contact Details:

Telephone: 01455 883300

Email: gethelp@bacp.co.uk

Address: BACP House, Unit 15 St John's Business Park, Lutterworth LE17 4HB.

This Complaints Procedure applies to all counselling services provided by Laura Manifold Therapy.