



Client Complaints

1. Our Commitment

MVCC is committed to providing a professional and ethical service.

Your feedback, including complaints, helps us to improve our services. We understand that making a complaint can be difficult, so want to reassure you that:

- Your complaint will be taken seriously, handled sensitively, and treated with complete confidentiality.
- Making a complaint will not negatively affect your current or future care with us.
- We will investigate your concerns fairly and impartially.
- We aim to resolve complaints promptly and to your satisfaction.

This procedure outlines the steps to take if you are dissatisfied with any aspect of our service.

2. What Can I Complain About?

You can complain about any aspect of your experience with MVCC, including:

- The conduct or practice of your therapist.
- The quality of the service you received.
- The administrative or operational aspects of our agency (e.g., booking, fees or communication).
- Any instance where you feel our policies or professional standards have not been met.

3. The Complaints Procedure: Step-by-Step

We aim to resolve issues as quickly as possible. We encourage informal resolution first, but you have the right to make a formal complaint at any time.

Step 1: Informal Resolution (Recommended)

Many concerns can be resolved quickly by talking directly to the person involved.

- **If you feel comfortable doing so**, please try raising your concern directly with your therapist. A direct, open conversation is often the most effective way to address misunderstandings or issues.

If you are not satisfied with the informal outcome, or if you feel the issue is too serious for an informal approach, you should proceed to Step 2.

Step 2: Making a Formal Complaint

A formal complaint must be made in writing (by email or letter). This ensures we have a clear record of your concerns.

Please send your complaint to:

Jaki North & Nicola Merrigan, Mountains & Valleys Christian Counselling:
The Poplars, 3 Quinton Lane, Woodford Halse, Daventry, Northants NN11 3RD.

Email: mv-cc@outlook.com

Please include the following details in your correspondence:

- Your full name and contact details.
- The name of the therapist or volunteer involved (if applicable).
- A clear and detailed description of what you are complaining about, including relevant dates and times.
- What you would like to happen as a result of your complaint (For example, an apology, a change in procedure or a refund).

Step 3: Acknowledgement

We will formally acknowledge receipt of your written complaint **within 5 working days**. Our acknowledgement will confirm who is handling your complaint and the anticipated timeframe for a full response.

Step 4: Investigation

Your complaint will be investigated thoroughly and impartially by the MVCC Counsellors. This will involve:

- Reviewing your written complaint in detail.
- Speaking with the therapist or volunteer named in your complaint (who will be allowed to respond to your concerns).
- Reviewing any relevant records or documentation, maintaining strict confidentiality.

We aim to complete our investigation and provide you with a full written response **within 20 working days** of acknowledging your complaint. If the investigation is complex and requires more time, we will contact you to explain the delay and provide a new expected response date.

Step 5: The Response

Our final written response will include:

- A summary of your complaint.
- An outline of the investigation process.
- Our findings and conclusions.
- A clear decision on whether your complaint has been upheld, partially upheld, or not upheld, with reasons.
- What actions (if any) we will take as a result of our findings (e.g., an apology, changes to our procedures or additional staff training).

4. If You Are Not Satisfied (Appeal)

If you are not satisfied with the outcome of our investigation, you have the right to appeal.

Please write to us **within 15 working days** of receiving our final response, stating the reasons for your appeal.

Your appeal will be reviewed by the Mountains and Valleys Counsellor not involved in the original investigation. They will review the original investigation and may conduct further enquiries.

We will provide you with a final written response to your appeal **within 20 working days**.

5. Escalation to a Professional Body

If you remain dissatisfied after completing our internal complaints and appeals process, you have the right to contact the professional body of the therapist involved.

Our therapists are registered with the Association of Christians in Counselling (ACC). To see full details of their complaints procedure go to: www.acc-uk.org/wp-content/uploads/2024/02/ACC-Complaints-Procedure.pdf

Policy last reviewed: [20 January 2026] Next review date: [20 January 2027]