



Complaints Procedure

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. 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

Escalation to a Professional Body

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 complaint's procedure go to: www.acc-uk.org/wp-content/uploads/2024/02/ACC-Complaints-Procedure.pdf