

## **Complaints Policy**

### **Life After Trauma Therapy Ltd**

Life After Trauma Therapy Ltd is committed to providing a professional, respectful, and high-quality service. This policy explains how concerns or complaints can be raised and how they will be handled.

#### **Purpose of This Policy**

The purpose of this policy is to ensure that complaints are taken seriously, handled fairly, and addressed promptly, while maintaining professional standards and safeguarding the wellbeing of all involved.

#### **What Is a Complaint?**

A complaint is an expression of dissatisfaction about the service provided that requires a response. This may relate to counselling, coaching, courses, communication, or professional conduct.

#### **How to Raise a Complaint**

If you have a concern, you are encouraged to raise it as soon as possible. Complaints should be made in writing by email to:

Email: [lifeaftertraumatherapy@gmail.com](mailto:lifeaftertraumatherapy@gmail.com)

#### **What Will Happen Next**

Complaints will be acknowledged within 7 working days. The matter will be reviewed carefully and responded to within 28 days wherever possible. You may be contacted for clarification or further information during this process.

#### **Outcome**

You will receive a written response outlining the outcome of the complaint and any actions taken or proposed. Every effort will be made to resolve concerns fairly and respectfully.

#### **If You Remain Dissatisfied**

If you are not satisfied with the outcome, you may seek guidance from an appropriate professional or regulatory body, or pursue external resolution options where applicable.

#### **Confidentiality**

All complaints will be handled confidentially and in line with data protection and safeguarding requirements. Information will only be shared where necessary and appropriate.

## **Review of This Policy**

This policy is reviewed regularly and updated as required to reflect best practice and legal obligations.

Life After Trauma Therapy Ltd

Email: [lifeaftertraumatherapy@gmail.com](mailto:lifeaftertraumatherapy@gmail.com)

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