

**Policy: Complaints Policy****Date: 14/8/17****Created by: Denise Leander****Version: Final V.1**

At Psychology Direct we pride ourselves on consistently delivering a quality service to all our clients. However, if something does go wrong we would like you to tell us about it. This will help us to continue to improve our standards and processes.

Ideally, we would hope to resolve any problems initially on an informal basis. However, if you wish to make a formal complaint, the procedure below should be followed:

If the complaint relates to a case or an associate appointed in on-going Court proceedings, it may be that we are unable to deal with the substance of your complaint until these proceedings are completed.

PSYCHOLOGY Direct cannot circumvent on-going Court proceedings.

- Complaints can only be considered if received 12 months from the date of the final report or session or 3 months following the completion of relevant Court proceedings, whichever is the later.

**What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint **within five days** of receiving it, enclosing a copy of this procedure. Out of courtesy, it may be necessary for us to contact our client/other parties in a case, to inform them that a complaint has been lodged and giving an opportunity to respond.
2. We will then investigate your complaint. This will normally involve passing your complaint to the Operations Manager who will review your file and speak to those members of staff /associates involved in your case. Should the issues in your complaint be legally complex, our Legal Advisor will be passed your complaint, in the first instance.
3. PSYCHOLOGY Direct will then send you a written reply to your complaint, if appropriate including suggestions for resolving the matter, **within 21 working days of sending you the acknowledgement letter**. If we can respond sooner we always will.

## Appeals

1. If unfortunately you are still not satisfied with the response you have the right to appeal which should be addressed to the **Managing Director, Aaron Banham** at Psychology Direct, at the company address. This must be within **5 days** of your receiving our response.
2. We will write to you within **14 days** of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
3. If you are still not satisfied, you can then contact the organisation representing the individual expert's profession or other appropriate regulator. We can provide you with contact details for the various organisations should you require this.

Please contact us in writing with the details:

**Email to:** [enquiries@psychologydirect.co.uk](mailto:enquiries@psychologydirect.co.uk)

**Post to:** **PSYCHOLOGY Direct**  
Suite 2.2A  
40 East Street  
Epsom  
Surrey,  
KT17 1BH

**Tel:** 01306 879975

**Fax:** 01306 885226

If we have to change any of the timescales above, we will always let you know and explain why.

**This policy will be reviewed annually along with all Psychology Direct company policies.**