

# PORTOBELLO

## BEHAVIOURAL HEALTH

### Complaints Procedure

Portobello Behavioural Health takes complaints extremely seriously. Providing a high quality service to all of our clients is important but we also recognise that occasionally things may go wrong and that there are problems that need to be resolved.

The process for complaining is largely the same but who deal with a complaint is in part determined by which service a client has been accessing. Often the quickest and most effective way of resolving problems is through a direct conversation with the person providing you with a service, be this a coach, a therapist or a case manager. If you do not feel able to, or would prefer not to deal with the matter directly with the person providing the service then you can always raise the matter with a manager. If you do not know who the persons manager is please contact the office on [admin@portobellobh.com](mailto:admin@portobellobh.com) or 020 3633 2111 and explain the situation and you will be provided with a managers details whom you can discuss your concerns with.

If you feel the matter is not sufficiently resolved following this you can write to the Chief Operating Officer, Nicolay Sorensen, [nicolay@portobellobh.com](mailto:nicolay@portobellobh.com) and set out the nature of your complaint in writing. Please provide as much details about the nature of complaint and what you would like to be done to resolve the issue or problems. You will receive a written reply within 30 days of submitting your complaint, but often matters are dealt with much quicker.

If you would prefer to discuss the matter prior to making a written complaint please call 020 3633 2111 and select option two and ask to speak to Nicolay Sorensen.

In our experience following this procedure there are no issues which can't be resolved quickly and amicably.

If you are still not satisfied after this there are a few options available to you. If your complaints relates to the service provided by a therapist then you can escalate the matter to the registering body of that therapist which in most instances is the British Association of Counselling and Psychotherapy (BACP) – more information can be found here: <https://www.bacp.co.uk/about-us/protecting-the-public/professional-conduct/how-to-complain-about-a-bacp-member/>

If you have concern about the way your data has been stored or managed, or you are struggling to get the information you need which you feel Portobello Behavioural Health has not sufficiently resolved you can also contact the Information Commissioners Officer (ICO) – which regulates data protection in the

UK. More information about the ICO can be found here: <https://ico.org.uk/make-a-complaint/>

Coaching and case management are non-clinical and unregulated activities in the United Kingdom. As such there is no further body of appeal if all attempts to resolve the problem/s have failed. In such instances the next course of action would be to seek independent legal advice. Portobello Behavioural Health will always do its utmost to prevent any problems from reaching this stage and firmly believes that open and direct dialogue is the best way to try and resolve and issues that arise.