

Complaints Procedure

One Degree Therapeutic Services

I aim to provide a professional, respectful, and ethical service. If you have any concerns about the work, I encourage you to raise them so they can be addressed as early as possible.

1. Raising a concern informally

If something does not feel right, you are welcome to raise this directly with me. Where possible, concerns can be discussed and resolved through open conversation.

Concerns can be raised by email at:

info@onedegreetherapeuticservices.co.uk

2. Making a formal complaint

If you wish to make a formal complaint, please do so in writing by email. It is helpful if you include:

- A brief description of your concern
- Relevant dates or examples (where applicable)
- The outcome you are seeking

I will acknowledge your complaint within 5 working days and aim to provide a written response within 20 working days. If more time is required, I will let you know and provide a revised timeframe.



3. Outcomes and resolution

Where appropriate, the response may include:

- An apology
- Clarification or correction
- A discussion about how concerns can be addressed
- Changes to practice where learning is identified

4. If you remain dissatisfied

If you remain unhappy after receiving my response, you can escalate your complaint to my professional body:

British Association for Counselling and Psychotherapy (BACP)

Information about the Professional Conduct Procedure and how to raise a concern can be found at:

www.bacp.co.uk

5. Safeguarding and serious concerns

If a concern relates to serious risk or safeguarding, I will act in accordance with legal and ethical responsibilities.

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