

Complaints Form

Making a complaint against a National Counselling Society Practitioner.

This is the information we need if you want to make a complaint against a member. You need to read the relevant section on our website at www.nationalcounsellingsociety.org before you complete this form.

If you need help with this form, please call the National Counselling Society's Public Protection Officer on: 01903 200666 – and select the complaints department. Leave your name, contact number and a brief message and they will call you back.

Your Name: _____
Address: _____ Town: _____
County: _____ Postcode: _____
Telephone number (incl. area code): _____ Mobile: _____
Email: _____

I can confirm I am a client Yes No

If you have ticked no, please specify your role in the complaint:

1. The person you are complaining about:

Please provide as much information as possible on the person you are complaining about.

Name: _____
Therapy Practised e.g. psychodynamic, CBT: _____
Address: _____
Membership number (if known): _____

2. When did the issue take place?

3. Where did the issue take place?

4. Please tell us what you believe happened

5. Did anyone witness this? If so, please provide their contact details

6. Has this been reported to anyone else? E.g. the police, the person's employer etc. Yes No

If you have ticked yes, please provide details below. If you have ticked no, please go to question 8

Contact details: Please provide the contact details of whom this was reported to.

Name: _____

Organisation: _____

Telephone number (incl. area code): _____

Email: _____

7. What was their response?

Please contact us with any progress on the incident you have reported.

8. Please provide any additional information that may help us with this matter.

9. Please use the following to list any documents you are including with this form:

10. How would you like to see this complaint resolved? E.g. refund, apology, suspension of membership etc.

Signed: _____ Dated: ____/____/____

Printed Name: _____

Please send us your completed form and any additional information to the below address.

Either:

C/O Public Protection Officer,
National Counselling Society,
19 Grafton Road,
Worthing,
West Sussex,
BN11 1QT

Or

Register@nationalcounsellingsociety.org

We will acknowledge receipt of your complaint and keep you informed of the next steps.