



Mannamead Counselling's Complaints Policy

We are dedicated to maintaining high professional standards at all times but if you are not satisfied, please contact us. We will handle your concern promptly and in a fair manner. We will try to find a solution wherever we can, and we welcome your feedback.

Stage 1

If you have a complaint or are dissatisfied in any way, please contact us:

Email: sally.mannamead.counselling@gmail.com
 edward.mannamead.counselling@gmail.com

Write to: Mannamead Counselling, 117 Mannamead Road, Plymouth, Devon,
 PL3 5LL

Stage 2

From receiving your written complaint, we will contact you within 2 working days to acknowledge receipt.

Stage 3

We will attend to your complaint and seek a resolution. You will be contacted within 10 working days of our receiving your complaint.

Stage 4

If you are dissatisfied with our response and a resolution has not been reached you may wish to contact our professional body, the British Association of Counselling and Psychotherapy. A link to the relevant page can be found below:

<https://www.bacp.co.uk/about-therapy/ask-kathleen/>