

Complaints Procedure

Here at Bodie Hodges Foundation we aim to offer good quality care and support to all our service users. We put you at the heart of everything we do. Our main aim is to treat you with Respect, Care and Compassion, if for any reason you feel unhappy with any aspect of the care, we provide to you we want to hear from you.

How to notify your complaint to us

If you are dissatisfied with the service you have received, we recommend that, in the first instance, you raise this with the counsellor who you are receiving support from.

However, if you do not want to do that or if your discussions with that person do not resolve your issues, you can contact

Our CEO Donna Hodges on donna@bodiehodgesfoundation.co.uk

When notifying us of a complaint, please provide full details of the matters relevant to your complaint, including:

1. Your full name and contact details.
2. What you think we have got wrong; and
3. How you would like your complaint to be resolved.

When contacting us, we encourage you to do this via email if possible. However, you can also contact us by telephone on 0116 2436367

Our actions after we are notified of your complaint

We will acknowledge receipt of your complaint promptly after receiving it, enclosing a copy of this procedure and will inform you in writing:

- that we are treating your communication as a complaint under our complaints handling procedure
- how your complaint will be handled

- our timescale for providing you with a formal response; and
- who will be dealing with your complaint

We may require further information from you but, subject to that, within ten working days of receipt of your complaint, we will investigate and provide a response to you, including any conclusions we have reached and any actions we have taken.

We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you by telephone.

In certain circumstances, it may not be possible to investigate fully and respond to you within ten working days. If this is the case, we will give you a written progress update on or before the tenth working day and provide a further timeframe in which we will aim to provide our full response. We have eight weeks to resolve your complaint. At the conclusion of our investigation and response, we will ask you whether your complaint has been resolved to your satisfaction.

If you are still not satisfied with the result provided by us, you may be entitled to take the matter up with one the following agencies below.

The British Association Counselling and Psychotherapy

Email: bacp@bacp.co.uk

Call: 01455 883300

Tweet: @BACP

Text: 01455 560606

[Guide to making a complaint against a BACP member \(pdf 140KB\)](#)

The Charity Commission England and Wales

<https://forms.charitycommission.gov.uk/Raising-Concerns/>

Contact us on 0300 066 9197 during our opening hours of 9am to 5pm Monday to Friday.

**To be reviewed:
January 2026**