



Association for Agency-Based Counselling
& Psychotherapy in Ireland Ltd

Guidelines: COMPLAINTS PROCEDURE

This document is only to be used as a guideline for organisations

*Should you require any further support or have any queries please contact
(AACPI National Director)*

www.aacpi.ie

A **complaint** is an expression of dissatisfaction, made either verbally or in writing, about the standard of service, actions or lack of action by the Council or its staff, affecting an individual customer or group of customers.

Organisation needs to consider the following when creating a Complaints Policy:

Aims of the Complaints Policy which may be:

- To enable a complaint to be investigated in a fair manner
- To enable a complaint to be resolved as timely as possible
- To resolve the matter without unnecessary conflict
- To evaluate and improve the quality of the service.

Who can complain:

- Anyone who uses the services of your organisation
- Anyone who has enquired about your service or is on your waiting list

Consider the following:

- Can someone complain if they used your service a number of years ago, if so, what cap of year would you put on this?

What time limits does your organisation want to put on making a complaint?

Complaints Procedure: How to make a complaint

If receiving a complaint about your counselling services, what procedures does your organisation need to have in place?

Should the complaint be made to the therapist first?

Should the complaint be made to the director first?

When should the complaint be brought to the Board of Directors?



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When writing up Complaints Procedures the organisation needs to outline clearly the hierarchy of the roles.

The organisation must clearly outline the steps/procedures of their complaints policy.

