

Reflect Therapy Complaints Policy & Procedure (including data handling complaints)

My Commitment

Reflect Therapy Exeter is committed to providing high-quality services. However, I acknowledge that sometimes things can go wrong. I take all feedback and complaints seriously and aim to address them promptly, fairly, and courteously.

How to Contact Me

If you have a complaint, please let me know as soon as possible so I can put things right. You can reach me by:

- **Email:** hattie.hathaway@outlook.com
- **Phone:** 07542 347490

To help me investigate efficiently, please include your name, contact details, the date of the service, and the specific nature of your complaint.

My Complaints Process

- **Stage 1: Acknowledgement**
I will acknowledge your complaint (by email or letter) within **3 working days** of receiving it.
- **Stage 2: Investigation**
I will thoroughly investigate the issue and aim to provide a formal response or resolution within **10 working days**. If a detailed investigation requires more time, I will contact you to explain why and provide a revised timeframe.
- **Stage 3: Resolution**
My response will detail the outcome of my investigation and any proposed actions or redress (e.g., a refund or re-performance of service).

Independent Redress (If Applicable)

If you are unsatisfied with my final response, you may contact my professional body the British Association for Counselling and Psychotherapy here: <https://www.bacp.co.uk/about-us/protecting-the-public/professional-conduct/how-to-complain-about-a-bacp-member/>

For a data protection complaint you can contact the Information Commissioner's Office here: <https://ico.org.uk/make-a-complaint/> or phone 0303 123 1113.

Confidentiality

All complaint information will be handled sensitively and in accordance with data protection laws. Information will only be shared with those who need to investigate the matter.

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