



WELLS COUNSELLING

Complaints Procedure

Wells Counselling

Counsellor: Jenny Wells

Email: jennywellscounselling@gmail.com

Website: wellscounselling.net

Last updated: September 2026

Wells Counselling aims to provide a professional, ethical and respectful counselling service. If you are unhappy or concerned about any aspect of the service you have received, I want you to feel able to raise this. This procedure explains how concerns and complaints will be handled and where you can take a complaint if you remain dissatisfied.

1. Raising a concern informally

If you feel able to do so, I encourage you to raise any concern with me first. Many concerns or misunderstandings can be resolved by discussing them openly within or outside a counselling session.

You can raise a concern in person or by email at jennywellscounselling@gmail.com. I will listen to your concern, take it seriously and aim to respond fairly and respectfully.

You do not have to raise a concern informally before making a formal complaint if you do not feel comfortable or able to do so.

2. Making a formal complaint

If your concern has not been resolved, or you would prefer to make a formal complaint from the outset, please put your complaint in writing and email it to jennywellscounselling@gmail.com.

Please include, where possible, your name and contact details; what you are concerned about; relevant dates or events; and what you would like me to consider or do in response.

If you need a reasonable adjustment or another way of making your complaint because of a disability or communication need, please let me know and I will consider how I can support you.

3. How I will respond

I will acknowledge a formal complaint as soon as reasonably practicable and normally within five working days. If I am on annual leave when the complaint is received, I will normally acknowledge your complaint within five working days of my return to work.

I will consider the issues raised carefully and may ask you for further information where this is necessary to understand the complaint. I may seek appropriate professional advice, including from my clinical supervisor, professional body, insurer or legal adviser, while sharing only information that is relevant and necessary.

I will aim to provide a written response within 20 working days of receiving the complaint. If the matter is complex or I need more time to consider it properly, I will let you know and explain when you can expect a response.



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My response will set out my understanding of the complaint, the outcome of my consideration and, where appropriate, any action I propose to take.

4. Complaints about professional conduct - BACP

I am a registered member of the British Association for Counselling and Psychotherapy (BACP) and work in accordance with its Ethical Framework.

If your complaint concerns my professional conduct or the counselling service I have provided, you may be able to make a complaint to BACP under its Professional Conduct Procedure.

BACP encourages clients to try to resolve concerns with their therapist first where possible. If you have not been able to do this, BACP may ask you to explain why.

You do not need my permission to contact BACP or make a complaint. BACP will decide whether a complaint falls within its procedures and can be considered.

Further information and BACP's complaint form are available at www.bacp.co.uk under 'How to complain about a BACP member'.

BACP Professional Conduct

Email: professional_conduct@bacp.co.uk

Telephone: 01455 883300

Address: Professional Conduct, BACP House, 15 St John's Business Park, Lutterworth, Leicestershire LE17 4HB.

5. Data protection complaints - ICO

If your concern is about how I have collected, used, stored, shared, retained or protected your personal information, please raise this with me as a data protection complaint at jennywellscounselling@gmail.com.

I will consider data protection complaints in accordance with applicable UK data protection law and the Wells Counselling Privacy Notice.

If you remain dissatisfied, you have the right to raise your concern with the Information Commissioner's Office (ICO), the UK's independent regulator for data protection.

Further information about making a data protection complaint is available at www.ico.org.uk.

Information Commissioner's Office

Website: www.ico.org.uk

Telephone: 0303 123 1113.

6. Personal data breaches

A personal data breach is a security incident involving personal information, for example information being lost, accidentally disclosed, accessed without authorisation, altered or destroyed.

If I become aware of a personal data breach, I will take appropriate steps to contain and investigate it, assess the possible risk to the people affected and keep a record of the breach.



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Where a personal data breach meets the legal threshold for notification to the ICO, I will report it without undue delay and, where feasible, within 72 hours of becoming aware of it. Where a breach is likely to result in a high risk to an individual's rights and freedoms, I will also inform the affected person without undue delay.

Not every personal data breach is required to be reported to the ICO. The decision will be based on the circumstances and the level of risk in accordance with data protection law and ICO guidance.

7. Confidentiality and records of complaints

Complaints will be handled as confidentially as reasonably possible. Information about a complaint will only be shared where this is necessary to consider or respond to the complaint, obtain appropriate professional advice, meet professional or insurance requirements, protect someone from serious harm, or comply with a legal or regulatory obligation.

Records relating to complaints will be stored securely and handled in accordance with the Wells Counselling Privacy Notice and applicable data protection requirements.

8. Fair treatment

Making a complaint will not result in you being treated unfairly or less favourably.

I will aim to deal with complaints respectfully, fairly and without defensiveness. Where a complaint identifies something that could reasonably be improved, I will consider what can be learned and whether any change to my practice, procedures or information provided to clients is appropriate.

9. Review of this procedure

I will review this Complaints Procedure periodically and update it where necessary to reflect changes in legislation, BACP requirements, ICO guidance or the way Wells Counselling provides its services.

Contact

Jenny Wells - Wells Counselling

Email: jennywellscounselling@gmail.com

Website: wellscounselling.net