

Complaints Form

Thank you for contacting The Counselling Foundation.

We are committed to providing high-quality services and welcome feedback. If you are unhappy with any aspect of our services, training, activities or the way we have handled your personal information, please complete this form. All complaints are handled fairly and without discrimination. Raising any complaint, including Equality, Diversity & Inclusion (EDI) related issues, will not affect your access to our services, training, placement opportunities or support.

Your Details

Full Name:

Email Address:

Telephone Number (optional):

Postal Address (optional):

Preferred Method of Contact:

- ☐ Email
- ☐ Telephone
- ☐ Post

Your Relationship with The Counselling Foundation

- ☐ Client
- ☐ Former Client
- ☐ Student/Trainee
- ☐ Volunteer
- ☐ Self Employed Counsellor
- ☐ Parent/Carer
- ☐ Referrer
- ☐ Member of the Public
- ☐ Other (please specify)

What is your complaint about?

- ☐ Counselling Services
- ☐ Training Services
- ☐ Staff Member
- ☐ Counsellor or Trainee Counsellor
- ☐ Volunteer

- ☐ Equality, Diversity & Inclusion
- ☐ Administration or Communication
- ☐ Website or Online Services
- ☐ Data Protection / Privacy Concern
- ☐ Other

Details of Your Complaint

Please tell us what happened, including any relevant dates, times and names of those involved.

Have you already raised this concern?

- ☐ Yes
- ☐ No

If yes, please tell us who you spoke to and what response you received.

What outcome are you seeking?

Please tell us what you would like us to do to resolve your complaint.

Supporting Information

If you have any documents or evidence that you would like us to consider, please attach them here.

Upload

Declaration

I confirm that the information provided is accurate to the best of my knowledge.

- ☐ I understand that The Counselling Foundation will process the personal information provided in this form for the purpose of investigating and responding to my complaint. For further information, please see our Privacy Notice.

Submit

What Happens Next?

- We will acknowledge receipt of your complaint within 5 working days.
- We aim to investigate and respond within 20 working days.
- If additional time is required, we will keep you informed.
- If your complaint concerns data protection, we will handle it in accordance with applicable data protection legislation and inform you of your right to complain to the Information Commissioner's Office ([ICO](#)) if you remain dissatisfied.

For further information, please see our Complaints Policy on our website.

1. Submit the form and upload supporting documents to the website
2. Sending your form to us

By email

- a. Fill in this form and save it to your computer.
- b. Open a new email, with 'complaint form' in the subject line.
- c. If you have all your supporting documents electronically, attach them to your email.
- d. Email the completed form to complaint@counsellingfoundation.org

By Post

If you have only paper copies of any of your supporting documents, print this form and post it with all your supporting documents marked 'private & confidential' to:

FAO CEO
The Counselling Foundation
1 College Yard
Lower Dagnall Street
St Albans
AL3 4PA