

The Harbour Complaints Policy

Information for people using our services

This Complaints Procedure is established for the resolution of complaints by those using The Harbour's services.

Despite all our efforts to offer a high-quality service, there may be rare occasions when what we offer does not appear to measure up to our high standards, and service users contact us with a complaint or concern about the service.

What you should do if you have a complaint

If you have a complaint or concern about the service you have received from the therapist allocated to you or other office staff, or about the processes/systems we use, please let us know.

We hope that most problems can be sorted out easily and quickly, usually at the time they arise and with the person concerned.

If your complaint is about your therapist.

As a first step we recommend discussing the complaint with the therapist if this is possible. We aim to deal with any complaint with sensitivity and courtesy. We will ensure any complaint is dealt with in a confidential manner and will not influence future work with The Harbour.

If your problem cannot be resolved in this way, and you wish to make a formal complaint, we would like you to let us know as soon as possible. Complaints should be made to the Clinical Lead.

Because it is important that your concerns are addressed whilst details are still fresh in people's minds, **we recommend that your complaint is received as soon as possible and within two weeks of the occurrence.**

It would be helpful if you could put your complaint in writing, either in an email marked 'FAO: Clinical Lead sent to info@the-harbour.co.uk, or a letter delivered to our offices (30 Frogmore Street, Bristol, BS1 5NA).

If you would prefer to speak on the phone, or meet in person to discuss the complaint, please contact our office and we will arrange a time that is mutually convenient.

If your complaint is about the Clinical Lead, please contact the Chief Executive Officer. It would be helpful if you could put your complaint in writing, either in an email marked 'FAO: CEO sent to info@the-harbour.co.uk, or a letter delivered to our office (30 Frogmore Street, Bristol, BS1 5NA).

If your complaint is about a member of staff, please contact the Chief Executive Officer. It would be helpful if you could put your complaint in writing, either in an email marked 'FAO: CEO sent to info@the-harbour.co.uk, or a letter delivered to our office (30 Frogmore Street, Bristol, BS1 5NA).

If your complaint is about the Chief Executive Officer, please contact the Chair of the Trustees. It would be helpful if you could put your complaint in writing, either in an email marked 'FAO: Chair sent to info@the-harbour.co.uk, or a letter delivered to our office (30 Frogmore Street, Bristol, BS1 5NA).

What we will do

We will acknowledge your complaint and investigate as soon as possible. We will then be able to offer you an explanation or a meeting with the people involved. We will aim to do this within **14 days** of receipt of your formal complaint.

If you choose to meet with the people involved, then, if appropriate, a suitable neutral person (who has not been involved with your case) will be found to facilitate the meeting.

We will aim to:

- Find out what happened and what went wrong.
- Make sure your concerns are acknowledged.
- Make it possible for you to discuss the problem with those concerned, if this is appropriate, and you would like this.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to make sure the problem does not happen again.

Appeals

If you are not satisfied with our response to your complaint, you may address your appeal in writing to the Chair of the Trustees. Please send this in an email marked 'FAO: Chair sent to info@the-harbour.co.uk, or a letter delivered to our office (30 Frogmore Street, Bristol, BS1 5NA).

The Chair of the Trustees, together with the Chief Executive, will arrange for a panel of two Trustees to meet and hear the appeal within **14 working days** of receipt of your written appeal. You may bring with you a friend for support and may call witnesses to provide evidence at the appeal meeting.

The panel will retire and decide whether the initial response was appropriate and will make recommendations for further action if needed. Where possible, the panel's decision will be communicated to you in writing within **7 working days** of the end of the hearing. The panel's decision will be final.