

The University of Bradford

Counselling and Mental Health Service

Complaints Procedure for Service Users

The Counselling and Mental Health Service seeks to ensure that it deals with complaints from clients in an ethical and respectful manner.

In the event of a client believing they have a legitimate complaint against another member of staff or aspect of the Service, they should in the first instance raise this with the member of staff concerned as part of an informal complaints' procedure. The client should identify the issues about which they are dissatisfied, and the outcome they are seeking, and should communicate this in writing via email or letter to the most appropriate member of staff (e.g. the Counsellor or Mental Health Advisor concerned) or to the Counselling or Mental Health Advice Service Manager, whichever is most appropriate.

The informal complaint should be acknowledged within 10 working days and a full report should be provided within a calendar month. If the complaint cannot be resolved at this stage, the following will apply:

- The complaint should be put in writing to either the Counselling Service Manager or the Mental Health Advice Manager, or both, and where the Manager of either Service is the subject of the complaint, to the Head of Wellbeing, Learning Teaching and Student Experience.
- The written complaint should detail the grounds for complaint and why any action taken at the informal level is inadequate.
- The form of resolution or redress sought should be clearly indicated.
- The Service Manager or the Head of Wellbeing will work with a member of the Core Team to investigate the complaint.
- The subject of the complaint will be asked to answer the complaint in writing within 10 working days. If it is regarding procedures or policies, these will be sent to the Head of Wellbeing for consideration with the Service Manager within 10 working days.
- The complainant may be asked to attend a meeting to clarify the issues.
- The findings will be summarised and conveyed in writing to both parties within 28 days.

The summary may include the following:

- The circumstances giving rise to the complaint
- The investigation undertaken
- Recommendations about action to develop the member of staff who is the subject of the complaint
- Recommendations for action regarding the Service e.g. policy or practice

If this does not satisfactorily deal with the complaint, it may be pursued with the Head of Wellbeing, Learning, Teaching and Student Experience.

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