
Child in Time Complaints Procedure

At Child in Time we want to offer the best service to everyone that we encounter, from school staff to clients to the therapists that we employ. We value and encourage feedback in order to help us grow and improve.

External complaints procedure:

This applies to:

- Child therapy clients
- Online Parent Consultation clients
- School link person at Child in Time partner schools
- Any other external stakeholder of Child in Time

Stage One:

If you have a complaint, please contact Child in Time Director, Chloe Billington, by email at chloe@childintime.co.uk or by telephone on 07984462415. All complaints will be acknowledged within 5 working days.

Stage Two:

If you are not satisfied with the response and would like to raise a formal complaint then you can fill out a complaints form with the details of the problem and the outcomes that you would like to be implemented. **PLEASE SEE FORM BELOW.**

A formal investigation will then be carried out by Chloe within 28 days of receipt of the written complaint. This will likely involve speaking with you, the therapist and (if it took place in school) the school involved and then reporting back what action will be taken.

If your complaint involves Chloe, you may direct your concerns to Karen Raingold by email at Karen.Raingold@childintime.co.uk

Stage 3:

Child in Time Ltd abides by the BACP’s Ethical Framework for the Counselling Professions. If you have an unresolved complaint that has gone through Child in Time’s complaints process and has not been resolved to your satisfaction, you may take it further by contacting the BACP at www.bacp.co.uk.

Other Professional Bodies:

If your individual therapist’s professional practice is the source of the complaint and they are registered with a professional body other than bacp, you may complaint to their professional body. These include UKCP, BAAT, HCPC.

Internal Complaints Procedure:

This applies to therapists and counsellors being contracted by Child in Time.

The same stages as above. Clinicians are able to complain directly to if it is not appropriate to contact Chloe Billington (CIT Director) by email chloe@childintime.co.uk or telephone 07984462415 or Karen Raingold by email at Karen.Raingold@childintime.co.uk

Complaints Form

Today’s Date	
Your Forename	
Your Surname	
Your Date of Birth	
Your contact number	
Your email address	

Is there anything else that you would like to tell us?	
Please confirm that you are happy for us to store and process all information related to your complaint in accordance with our Privacy Policy (which you can access on our website)	Yes/No Please select