

HopePark

counselling centre

8 Hope Park Square, Meadow Lane, Edinburgh, EH8 9NW

Email: counselling@hopepark.org.uk Telephone: 0131 650 6696

Web Address: www.hoppark.org.uk

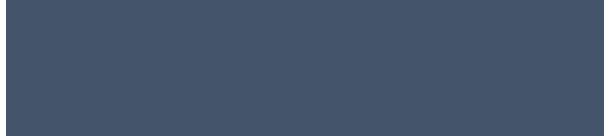
Making a Complaint

Information for Clients



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The University of Edinburgh is a charitable body, registered in Scotland, with registration number SC005336.



The counsellors at Hope Park Counselling Centre aim to provide a high quality counselling service. Their work is reviewed regularly and they receive supervision.

It is hoped that complaints about an individual counsellor or about the way the service is delivered can be resolved with the counsellor or, if appropriate, with the Practice Development Manager.

What to do if you have a complaint?

If difficulties arise in the relationship with a counsellor or with Hope Park Counselling Centre, clients are encouraged to discuss these with their counsellor in the first instance. If these difficulties cannot be resolved, a complaints procedure is in place.



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Making a complaint

Clients are encouraged to:

- Reflect on what has happened to ensure they have legitimate grounds for complaint. Clients may wish to consult with someone from outside the service for this.
- Record, in writing or audio recording, a short account of the complaint.
- Attempt to address the complaint and resolve the matter with their counsellor, or with the Practice Development Manager.

If this is unsatisfactory, the next step is to use The University of Edinburgh Complaints procedure. More information about this can be found at:

www.ed.ac.uk/schools-departments/student-academic-services/public-complaints-procedure

COSCA (Counselling and Psychotherapy in Scotland) which is the professional organisation for counselling can also help in matters relating to counsellors' professional conduct. More information about this can be found at:

www.cosca.org.uk

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How to contact us

- Phone us on: 0131 650 6696
If there is no-one available to take your call there is an answering machine for messages.
- Or email us at: counselling@hopepark.org.uk

More detailed information can be found on our website www.hopepark.org.uk

If you require this document in an alternative format such as large print, Braille, etc, please contact us at the above address.



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