



## **Complaints Procedure**

Brighter Foundations  
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V1.0	31.10.25	R.lyon	31.10.26

Review: This policy will be reviewed annually

## **Introduction**

Brighter Foundations aims to provide quality services in all areas of therapeutic work inline with (Professional standards authority) Ethical Code of Conduct (INCLUDE WEBSITE ADDRESS). Brighter Foundations is committed to listening to clients, parents/carers and professionals. Brighter Foundations strives to deliver high quality therapeutic services and make improvements by responding positively to complaints.

Brighter Foundations welcomes feedback on the service provided. In developing and maintaining open communication it is Brighter Foundations hope we can resolve any concerns you may have.

All complaints will be treated seriously and fairly.

## **Scope**

The aims of this Complaints Procedure

- To resolve complaints as quickly as possible
- To identify the consequences of mistakes and facilitate a resolution without unnecessary conflict
- To improve the quality of the service

## **Who can complain**

- Clients, parents/carers, professionals who are using Brighter Foundations Clients, parents/carers, professionals who have used Brighter Foundations service within the past three years

### **Time limits for complaints**

Complaints can be accepted up to three years from the time of the concern. If the complaint refers to specific client work, the maximum is three years from the date the client ended therapy.

### **How to Make a Complaint**

If you are receiving therapy and have concerns about the therapeutic process, I would advise that you raise any concerns you may have with me (Rachel Lyon) as soon as possible.

I will arrange a mutually convenient time for us to meet to discuss your concerns. All concerns raised will be dealt with ethically, ensuring any investigation is undertaken in a timely and effective way. Complainants will be given an opportunity to meet to discuss the finding, these will be followed up in writing. This process will take up to 28 days from when the concern is raised.

If after raising your concern you feel that your complaint has not been taken seriously or you are dissatisfied with the resolution, you can raise a formal complaint about my clinical practice with [pco@ptukorg.com](mailto:pco@ptukorg.com)