

COMPLAINTS POLICY



We are committed to providing the best possible support to our clients. We want to hear how we are doing so we can keep improving our support to you. If you have any positive feedback, concerns or complaints about our services, please get in touch.

We will:

- Listen carefully to your concern and treat it confidentially.
- Be polite, helpful and deal with your complaint fairly and efficiently.
- Let you know how we are getting on with your complaint, admitting any mistakes made and putting matters right where possible.
- Offer you a right of appeal if you are not happy with the outcome.
- Use your feedback to improve our services for all who need them.

Equality, Diversity and Inclusion

We are committed to making sure all complaints are handled free from any form of discrimination and that our process for making complaints is accessible. Let us know if you need our procedure in a different format. We will also make reasonable adjustments to support you in sharing your concern or complaint with us.

Data Protection

To help us handle your complaint we will keep a record of all the information we gather. This will be treated in confidence and only shared with staff within Juniper Therapies as needed to resolve your complaint in accordance with this policy.

How to raise a concern or make a complaint about Juniper Therapies

Please tell us as soon as possible if you are unhappy with our service so that we can understand your concerns. You can contact any member of the team with

your complaint or if you prefer this you can contact our office via email as follows:

Izzy Pask (Partner) Email: izzy@juniper-therapies.com

Miriam Devine (Partner) Email: miriam@juniper-therapies.com

Juniper General Email: hello@juniper-therapies.com

To help us get back to you as quickly as possible, please let us know:

- your full name
- your contact details
- how you would like us to contact you
- the service or other activity to which your feedback or complaint relates
- what happened and when
- what you would like to see happen as a result of your complaint

Your complaint will be passed to the appropriate partner who will provide a written acknowledgement of within 5 working days. This letter will set out the next steps the partner will take. If your complaint relates to this person in particular, you may contact an alternate partner using the contact details above.

They will work to resolve your complaint within 20 working days. If more than 20 working days are needed, you will be contacted with a progress update and a new timescale agreed. We may seek to meet with you to discuss your complaint as part of this process,

Once your complaint has been fully investigated, you will receive a final outcome. This can be in the form of a meeting, phone call or letter depending on your preference. The outcome will also be confirmed in writing, unless you request otherwise.

What if I'm not happy with the outcome?

We are aware that at this stage we are unable to escalate complaints internally due to being a small business but, if you would like us to arrange a third-party to mediate a complaint process we would be happy to appoint one.

If you are not satisfied and you are making a complaint in relation to Acupuncture, please contact the British Acupuncture Council (BAcC) using the following link – <https://acupuncture.org.uk/who-we-are/complaints/complain-about-a-bacc-acupuncturist/>.

Alternatively, if you are making a complaint in relation to Counselling, please contact the British Association for Counselling and Psychotherapy (BACP) using the following link – <https://www.bacp.co.uk/about-us/protecting-the-public/professional-conduct/how-to-complain-about-a-bacp-member/>.

Review and Updates

This policy will be reviewed every two years, or as appropriate. Significant updates will be approved by the managing partners.