**Complaints, Compliments and Feedback**

We strongly believe that feedback, including complaints, suggestions and compliments, is crucial to ensuring effective and high-quality service delivery and the continual improvement of services here at Essere.

**What kind of feedback can you give us?**

A Complaint = feedback you give us if you are unhappy with our service, and you would like us to try to find a solution

A Suggestion or Compliment = an opportunity for you to share a comment, opinion, or way to improve, and you do not need a solution.)

Ways to help your therapist or Essere to improve:

* Discuss the issue or suggestion with the therapist you are working with or who is working with your child/pupil.
* Complete a Complaints and Feedback Notification Form. You can request this form from Essere at any time.
* Make a phone call to Essere or send us a letter or email describing what you are experiencing.

Can someone help me give feedback?

You can choose a support person to assist you with your complaint or feedback. This person can be a friend, family member, staff member or an advocate from another organisation.

What will happen?

At Essere, we are committed to resolving complaints in an ethical, confidential, timely, transparent and fair way.
We view feedback as a positive opportunity to improve the quality of our services, and to strengthen relationships with clients and our community.

Complaints are treated confidentially. Only the people who need to be involved in finding a resolution will be involved.

Process of escalating a complaint

If you are not satisfied with the way that your complaint is dealt with, please feel free to raise it the British Association of Play Therapists (BAPT)or British Association of Counselling and Psychotherapy (BACP. )

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