

Complaints Policy

Stuart McGoo Counselling and Psychotherapy

Effective date : 17-08-2026

Date for Review : 01-08-2027

Related Documents

Stuart McGoo adheres to the **BACP Ethical Framework** and the NCPS Code of Conduct for Counsellors

The BACP Ethical Framework (2018) can be found here - <https://www.bacp.co.uk/media/3103/bacp-ethical-framework-for-the-counselling-professions-2018.pdf>

Stuart McGoo follows EU GDPR 2018, UK GDPR 2021, PECR 2003, Equality Act 2010, Health and Safety at Work 1974 alongside all other relevant legislation to this practice. Further information on these can be found at gov.uk

If a client has a concern or complaint, the following steps should be followed:

1. Discuss in Session: Clients are encouraged to first raise any issues directly with me during a session. This allows for open communication and, where possible, immediate resolution.
2. Submit a Written Complaint: If the matter is not resolved in session, clients may submit a written complaint via email to **stuart.mcgoo@icloud.com** or by post to: **50 Ballhurst, Bromayrd, HR7 4EF**
3. Escalate to the NCPS: If a client remains dissatisfied after these steps, they can escalate the complaint to the **National Counselling & Psychotherapy Society (NCPS)** following their formal complaints procedure.

This policy aims to ensure that all concerns are heard, documented, and addressed respectfully and professionally.