

Complaints Policy and Procedure



1. Introduction

1.1. Sleek Therapy UK (the Organisation) is a private practice organisation run for the following purpose:

Provide holistic therapeutic intervention for children and young people/ parental mental health through one-to-one therapeutic sessions and/or one-to-one or group mental health programmes

1.2. The Organisation usually runs business from the client's school (aged seventeen and under) or virtually (over eighteen) from the therapist's home based in Wolverhampton, West Midlands, United Kingdom

2. Purpose of the Policy

2.1. To outline how clients can lodge a complaint with Sleek Therapy UK

3. How to make a complaint

3.1. Your first contact is with Samantha Leek, the founder and principal therapist of Sleek Therapy UK. You can either call on 07536 186160 or email at sam@sleektherapy.co.uk

3.1.1. If you email, ensure the subject line has "Complaint YOUR NAME"

3.1.2. If I am not able to answer the phone, you may leave a detailed voicemail message, detailing what your complaint is

4. Outcome of complaints

4.1. The first effort is to resolve the complaint with Samantha Leek

4.2. I aim to solve complaints within five working days from the date of the complaint

4.3. There are many outcomes depending on the nature of the complaint. These are, but not limited to:

4.3.1. Working together to formulate a treatment plan you are happier with

4.3.2. Recommending alternative therapists/practices

4.3.3. Discharge from Sleek Therapy UK

5. What do I do if I am still not happy with the outcome?

5.1. If you are still not satisfied with the outcome of your complaint, you can contact the National Council of Psychotherapists and lodge a complaint with them.

<https://www.thencp.org/complaints>

6. Contact

If you have any questions about the booking process, please contact sam@sleektherapy.co.uk or 07536 186160

Chartered Psychologist (CPsychol)
Membership No.: 407467
Member of National Council of Psychotherapy (MNCP) [Registered]
Membership No: 361824



the british
psychological society
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This Policy is approved and robustly endorsed by SLEEK THERAPY UK and is due for review every two years.

S. Leek

SAMANTHA LEEK (Founder & Principal Therapist) | Date: 17th November 2021

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