



A COUNSELLING SERVICE FOR YOUNG PEOPLE
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Policy Name
Grievance

Date reviewed by Policy Action Committee:
October 2024

Date approved by Trustees:
October 2024

Version Number:
Version 2

Next Review:
September 2025

On review, these policies will be circulated to the Trustees for comments before any changes are made.

GRIEVANCE POLICY - CLIENTS

Time to Talk West Berkshire has at its core the best interest of our clients; the young people we work with. Therefore, we take very seriously any complaint or grievance about our work.

If a young person or their parent or guardian has a complaint either about a counsellor, or the counselling they have received the following procedure should be followed:-

1. If possible, the **grievance should be discussed with the counsellor at the usual counselling session.**

Most grievances arise from misunderstandings or miscommunication. Our counsellors are trained to respond positively and respectfully to any concerns the young person may have, all our volunteer counsellors take their work very seriously and are engaged because they care about young people.

2. If the young person feels unable to go to their counsellor they should put the grievance in writing to clinical.director@t2twb.org
3. Once the letter/e-mail has been received by the Clinical Director, an acknowledgement will be sent within 5 working days, and an investigation of the complaint will commence.
4. The Complaint will be logged and all communication regarding it will be recorded. A full response will be sent within two weeks from the date of receipt of the complaint.
5. If the grievance remains unresolved, the complaint will be passed on to Time to Talk's Charity Service Director, who will liaise with the Board of Trustees within 5 working days of notification, and a full response will be sent within one calendar month of this notification. The decision of the Board of Trustees is final.
6. A written record of all complaints made is to be maintained securely by the Clinical Director.
7. If a young person or their parent or guardian has a complaint concerning the Clinical Director, they should contact the Service Director at service.director@t2twb.org Points 5 and 6 above should then be followed.