



Therapeutic Coaching Consultancy Complaints Procedure

Therapeutic Coaching Consultancy Ltd (TCC) endeavour to deliver their services to the best of their professional ability. However, if at any stage the services are deemed to be unsatisfactory then they ask that in the first instance that issues are discussed informally with their TCC contact. If the dispute cannot be rectified, then this document outlines the formal complaints procedure, which is also available on their website.

All complaints and issues raised will be taken seriously and dealt with in a professional manner. Constructive feedback is welcomed as it is imperative to building and developing service provision, so all clients can continue to receive a satisfactory service where outcomes are met with care and attention.

All complaints against a TCC employee, associate, or consultant, should be made in writing via email or letter. Once a complaint is submitted then TCC will confirm receipt and outline next steps within 5 working days. TCC will endeavour to fully investigate and respond to the complaint within 21 days. However, if this is not possible, TCC will specify the reason the 21 days cannot be met and set a revised timeline that is considered reasonable under the circumstances specified.

Where appropriate, an alternative party will be used to investigate the complaint. Any outcome that is deemed unsatisfactory to the complainant, the complainant can escalate to the relevant professional body for external evaluation and assessment.

All TCC associates are Registered and/or Accredited members of established professional bodies for both counselling or psychotherapy and coaching, including BACP/UKCP and EMCC/ICF/AC. Please see below links to two such professional bodies which will show more information in respect of their own complaints policies and how to make a complaint against one of their members.

European Mentoring and Coaching Council (EMCC)

[Complaints Procedure \(emccuk.org\)](https://emccuk.org)

British Association for Counselling and Psychotherapy (BACP)

[How to complain about a BACP member](https://www.bacp.co.uk/how-to-complain)

Contact details

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