

The Body Stress Release Association (UK) Complaints Procedure

Introduction

We always aim to ensure that the Body Stress Release Association and its members provide a high standard of care to our clients. Our client's views are important to us and help to ensure the services provided by our members are consistently meeting the required standard. If you are unhappy with any of the services provided it is important that you let us know.

If a complaint alerts us to possible abuse or neglect we will proceed in accordance with the Body Stress Release Association.

Often the simplest way of resolving disagreements or concerns is to speak to your practitioner to see if they can address your complaint and put things right. Sometimes complaints can arise out of a genuine misunderstanding. A formal complaints process can be stressful for both parties and we therefore recommend that you try to resolve your concerns with your practitioner before lodging a formal complaint.

If, however, you don't feel comfortable talking to your practitioner you can of course raise your complaint with the Body Stress Release Association (UK).

Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

The Body Stress Release Association (UK) assures clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

How you can make a complaint

You can complain:

- by telephone
- through an advocate or representative
- where someone complains orally we will make a written record and provide a copy of it within 3 working days
- by letter
- by email

How we handle complaints

We will acknowledge a complaint within 3 working days (subject to holidays or other circumstances) and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.