
□ CHERRY BLOSSOM THERAPY

Complaints Policy

Practice Name: Cherry Blossom Therapy

Therapist: Sarah Musselwhite, Paediatric Psychotherapist

Professional Membership: PTUK Registered Play Therapist / BACP Registered Member

Policy Version: 1.2

Date Implemented: 1.12.2025

Review Date: 11.2.2026

Next Review Due: 11.2.2027

1. Policy Statement

Cherry Blossom Therapy is committed to providing a professional, ethical and safe service in accordance with:

- PTUK Standards of Practice
- BACP Ethical Framework for the Counselling Professions
- UK safeguarding legislation

All clients, parents, carers and referrers have the right to raise concerns or make a complaint.

Complaints are taken seriously and handled fairly, promptly and confidentially.

2. Informal Resolution

Where appropriate, concerns should first be raised directly with the therapist.

Cherry Blossom Therapy aims to:

- Listen openly and respectfully
- Respond promptly
- Seek fair and reasonable resolution

Many concerns can be resolved through open discussion.

3. Formal Complaints Procedure

If the issue cannot be resolved informally, a formal complaint may be made in writing via email to:

cblossomtherapy@gmail.com

The complaint should include:

- Your name and contact details
- Details of the concern
- Any relevant dates
- Desired outcome

Response Timeframes

- Complaint acknowledged within **5 working days**
- Full written response provided within **20 working days**, where possible

If additional time is required, you will be informed of the reason and expected timeframe.

4. Investigation Process

The therapist will:

- Review relevant records
- Consult supervision where appropriate
- Consider professional and ethical standards
- Provide a clear written outcome

Where a complaint involves safeguarding, professional misconduct, or serious ethical concerns, appropriate reporting procedures will be followed.

5. Escalation to Professional Bodies

If you remain dissatisfied following the internal complaints process, you may contact:

Play Therapy UK (PTUK)

www.playtherapy.org.uk

British Association for Counselling and Psychotherapy (BACP)

www.bacp.co.uk

Cherry Blossom Therapy will cooperate fully with any professional body investigation.

6. Safeguarding Concerns

If a complaint relates to safeguarding:

- Safeguarding procedures will take precedence
 - Relevant statutory authorities may be informed
 - The welfare of the child or vulnerable adult will be prioritised
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7. Record Keeping

A record of all complaints will be:

- Documented clearly
 - Stored securely in line with GDPR
 - Retained in accordance with professional requirements
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8. Learning and Improvement

Complaints are viewed as an opportunity for reflection and service improvement.

Themes arising from complaints will be reviewed within supervision and annual policy review.

9. Policy Review

This policy will be reviewed annually or sooner if:

- Professional body guidance changes
- Legislation changes
- A serious complaint or incident occurs