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### ****Complaints Handling Process for Teen Life Coaching Services****

At my coaching practice, I am committed to providing a high standard of service. However, I understand that there may be times when clients or their families feel dissatisfied. I take all complaints seriously and aim to resolve them quickly, fairly, and transparently.

This process outlines the steps clients or their families can follow to raise a complaint and how it will be handled.

### ****1. Informal Resolution****

In the first instance, I encourage any client or their parent/guardian to raise concerns directly with me to allow for an informal discussion. Many issues can often be resolved quickly through open communication.

* **Step 1**: Contact me as soon as possible to discuss your concern. This can be done verbally (e.g., during a session) or in writing via email or phone.
* **Step 2**: I will listen to your concern and aim to provide a response within **5 working days**.
* **Step 3**: If the issue can be resolved informally, I will work with you to reach an agreeable solution.

### ****2. Formal Complaints Process****

If the issue cannot be resolved informally or if the nature of the complaint requires formal consideration, the following process applies:

#### ****Step 1: Submitting the Complaint****

* Submit a written complaint via email or post, clearly stating:
	+ The nature of the complaint.
	+ Relevant dates and details.
	+ What outcome you would like to see.
* **Contact Information**:
	+ **Email**: [Your Email Address]
	+ **Postal Address**: [Your Postal Address]

#### ****Step 2: Acknowledgement****

* Upon receipt of the complaint, I will acknowledge it in writing within **5 working days**.
* You will be informed of the next steps in the process, including a timeline for investigating the complaint.

#### ****Step 3: Investigation****

* I will conduct a full investigation into the complaint, which may include:
	+ Reviewing relevant documentation or session notes.
	+ Speaking with the client or other involved parties, where appropriate.
* This investigation will be completed within **10 working days** of the acknowledgment of the complaint, unless there are exceptional circumstances that require more time. In such cases, you will be notified of any delay.

#### ****Step 4: Response****

* After the investigation is completed, I will provide a written response, detailing:
	+ The findings of the investigation.
	+ Any proposed actions or solutions to resolve the issue.
	+ If applicable, any changes that will be implemented to prevent similar issues in the future.
* I aim to issue this response within **10 working days** of the investigation’s completion.

### ****3. Review and Appeal****

If you are dissatisfied with the outcome of the formal complaints process, you can request a review of the decision.

* **Step 1**: Submit a request for review within **10 working days** of receiving the formal response, outlining the reasons you are not satisfied.
* **Step 2**: I will review the case again, possibly involving an external mediator or advisor, if appropriate.
* **Step 3**: A final decision will be communicated to you within **10 working days** of your request for review.

### ****4. External Complaints****

If you are still not satisfied after the internal complaints process is exhausted, you can escalate the complaint to an external organization, such as:

* **The Information Commissioner’s Office (ICO)**, for data protection-related concerns.
* **The local safeguarding board**, for safeguarding or child protection concerns.
* **An independent life coaching organization**, if I am a member of a professional body (such as the International Coach Federation, if applicable).

Details on how to contact these bodies will be provided on request.

### ****5. Confidentiality****

All complaints will be treated confidentially. Information will only be shared with those involved in the complaint or the investigation process.

### ****6. Record Keeping****

A record of all complaints and their outcomes will be kept securely in accordance with my **Data Protection Policy**. These records will be reviewed annually to ensure continuous improvement of my services.

### ****7. Commitment to Improvement****

I view complaints as valuable feedback and a way to improve the services I offer. I am committed to learning from all complaints and will implement changes where necessary to enhance the client experience.

**Contact Information for Complaints**:
**Email**: [Your Email Address]
**Postal Address**: [Your Postal Address]
**Phone Number**: [Your Phone Number]