



Atrium Clinic

Revised March 2025

Online counselling and training -Complaints Policy and Procedure.

1. Complaints Policy

1.1 It is Atrium's policy to

- safeguard clients who use the services of Atrium Clinic and Therapy Centre
- protect practitioners and the reputation of the organisation as a provider of quality training services, coaching and therapy services
- provide a balanced and objective response in the event of a complaint against a practitioner trainer, coach or therapist, employee or person contracted to deliver services for Atrium

1.2 In order to fulfil this policy, Atrium will establish a Complaints Procedure that, according to the nature of the complaint and as set out in this document, will provide:

- a fair, thorough and transparent process for handling complaints
- a process for people to appeal against any decision or action taken by Atrium as a result of a complaint made against them
- for informal concerns and minor difficulties that do not fall short of professional standards, we suggest that practitioners are involved or the pathway team at the earliest opportunity to resolve the situation quickly and the pathway team have a wide variety of options at their disposal to support the client journey through our services.

1.3 A 'complaint' may take the form of:

- either a formal complaint lodged by one of the categories of people in 1.4 below

- or a situation where it has become evident to the Director of Atrium that something has occurred which is contrary to the Code of Ethics, Code of Practice, an Atrium policy or appropriate professional practice

1.4 A formal complaint may be made by a client of our counselling services, a learner, their employer or a multi-agency partner or commissioning service or wider colleague directly involved with the concern.

Complaints made by third parties will not be heard.

1.5 In general terms, the Complaints Procedure will cover learners or clients in our online training and therapy pathways.

2. Scope of Complaints Procedure

2.1 Scope of the Complaints Procedure

2.1.1 This Complaints Procedure is relevant in the event of a complaint made against office staff, trainers, practitioners, clinical supervisors and managers:

2.2 Employment by another organisation or membership of another organisation may also be relevant to how and where a complaint is heard if it does not directly relate to a training/learning session or therapy intervention or covers other policy areas.

2.2.2 Complaints can be lodged against any of the above in 2.1.1 in respect of:

the delivery of training, clinical or administrative services and/or where the alleged conduct is in breach of the terms agreed for course delivery, or falls short of the standards for therapy or coaching laid out in the Code of Ethics, the Code of Practice or another Atrium policy.

2.2.3 the conduct of any trainers, supervisors who are employees of Atrium or are working under sessional contracts.

2.2.4 A complaint made against an employee may be heard under the Disciplinary / Conduct and Capability Procedure if appropriate.

2.2.5 If a practitioner is employed by another organisation, such as the NHS, then the complainant will be expected: to have made a complaint to the member's employer first, if the service which they

are complaining about was provided by that organisation, and to have exhausted the relevant complaints procedure of that organisation and Atrium would seek a copy of the written outcome of that investigation will be required to consider progressing the complaint within Atrium..

However, we will not normally hear a complaint that has, in its opinion, already been appropriately heard under a procedure in another organisation or by a professional body and any decision to take further action would be taken by the Clinical Director of Atrium.

2.2.6 If a client believes that Atrium's high standards have fallen short or the terms of the contract for service delivery, have not been met then a complaint will be heard.

3.0 Complaint process

The complainant can telephone or email the office in the first instance to receive a copy of this policy and/or request a telephone call from the clinical director to discuss any difficulties in the first instance. Complaints need to be made in writing addressed to the CEO of Atrium. If it is appropriate to be managed by Atrium, we will

3.1 Contact the complainant within 48 hours to clarify the concern if further clarification is required

3.2 Indicate the length of time to investigate the complaint

3.3 Identify a suitable recourse for the client in terms of the complaint being upheld

3.4 The company can offer another training session or another counselling session with another therapist or reimburse the money if the complaint is upheld as is the client's wish

3.5 Office staff and or managers at any point can agree to reimburse fees paid or offer free training to satisfy the client if this is agreeable to the client and or the matters cannot be rectified in other ways.

3.6 Atrium Clinic cannot be held accountable for client's local technical difficulties or broadband connections which disrupt training or therapeutic engagement.

3.7. If the client/complainant remains unsatisfied, their concerns can be taken forward to the company chairman for consideration and advice. If clients wish to proceed to this stage, Atrium should be notified within two weeks of the first stage response/communication to the client. The final stage of consideration is triggered in writing and complainants need to allow two weeks for a written response. Atrium will also advise clients of further organisations which can be consulted if they wish to take the matter further if resolution is not achieved through our internal processes including independent professional bodies with whom our practitioners are registered.