Yungnar Hypnotherapy

Complaints Procedure
Business: Yungnar Hypnotherapy
Practitioner: Sara
Email: yungnarhypnotherapy@gmail.com
Version: 1.0

1. Our aim

I aim to provide a professional, respectful and appropriate service to every client.
If you are unhappy with any aspect of your experience with Yungnar Hypnotherapy, I would like you to tell me.
I will take your concern seriously, listen to what you have to say and try to resolve the matter fairly.

2. Raising a concern informally

If you have a concern about your treatment, communication, appointment or any other aspect of the service, you are welcome to raise it with me directly.
Many concerns can be resolved simply by discussing what has happened.
You can raise a concern verbally during or after a session, by email or by another appropriate means of communication.
I will listen to your concerns and, where appropriate, discuss what can be done to resolve the matter.

3. Making a formal complaint

If you do not feel that your concern has been resolved, or if you would prefer to make a formal complaint from the outset, please contact me in writing at:
yungnarhypnotherapy@gmail.com
Please provide as much information as you reasonably can, including:

- what you are unhappy about;
- when the incident or issue occurred;
- any relevant information or documentation; and
- what you would like me to consider or do in response.

You do not need to use any particular wording or format to make a complaint.

4. Acknowledgement

I will acknowledge receipt of a formal complaint as soon as reasonably practicable.
I will normally aim to provide a full response within **20 working days**.
If the complaint is complex or requires information from another person, it may take longer to investigate. If this happens, I will explain the reason for the delay and give you an indication of when you can expect a response.

5. Investigation

I will consider the complaint fairly and objectively.
This may involve:

- reviewing relevant client records;
- reviewing correspondence;
- considering what happened and the circumstances surrounding it;
- discussing the matter with my professional supervisor where appropriate; and

- considering whether any changes to my practice are needed.

Information shared with a supervisor will be limited to what is reasonably necessary and will be anonymised wherever possible.

6. Response

I will provide a written response explaining the outcome of the complaint.
Where appropriate, this may include:

- an explanation of what happened;
- acknowledgement where something could have been handled differently;
- an apology where appropriate;
- any action I intend to take; and
- information about any further route for raising the matter if you remain dissatisfied.

7. Confidentiality

Complaints will be handled confidentially.
Information will only be shared with another person where this is necessary to investigate or respond to the complaint, to obtain appropriate professional supervision, or where disclosure is required by law or professional obligations.
Where possible, information provided to a supervisor will be anonymised or pseudonymised.

8. Records of complaints

A record will be kept of formal complaints, the investigation and the outcome.
Complaint records will be treated as confidential and stored securely.
Relevant complaint records will normally be retained in accordance with the Yungnar Hypnotherapy Data Protection Policy.

9. Professional supervision

Where appropriate, I may discuss a complaint with my professional supervisor.
This allows me to obtain an independent professional perspective and helps ensure that complaints are considered fairly and that any learning from the complaint is incorporated into my practice.
Where possible, the client's identity will not be disclosed.

10. Further concerns

If you remain dissatisfied after receiving my response, you may have the option of raising your concern with the relevant professional organisation or other appropriate external body.
Yungnar Hypnotherapy is registered with the **General Hypnotherapy Register (GHR)**.
Information about the GHR's current complaints process can be obtained from the GHR.
You may also contact the **Information Commissioner's Office (ICO)** if your complaint concerns the handling of your personal information.

11. Review

This procedure will be reviewed at least annually and sooner if there are changes to relevant legislation, professional requirements or the way Yungnar Hypnotherapy operates.
Next review: September 2027