

# Heartwood Written Complaint Form



By Completing this form, you are making a written complaint, which will be formally investigated by a member of the Senior Team and logged by the Centre Director.

Name:	Course
Address:	Tutor:
Email Address:	Stage of course progress (ie session 3, Year 1)
Telephone No:	

Have you already tried to resolve this complaint verbally? **Yes/No** (Please indicate)

**Nature of complaint:** You should include details of date(s), time, place and people involved and highlight exactly why you are making a complaint. You should also include details of what has been done to resolve the complaint informally, and why you are not satisfied with the outcome.

Please continue overleaf if needed.

**Desired outcome:** (What would you like to happen as a result of your complaint)?

Signed:

Date:

## GUIDANCE NOTES

Please return this form by email to [centredirector@heartwoodcounselling.org](mailto:centredirector@heartwoodcounselling.org) or post to the Centre Director, Heartwood Counselling and Psychotherapy Ltd, Lower Close, Dartington Hall, Totnes, Devon TQ9 6EN.

Please note

- A complaint must be brought to the attention of the college as soon as possible and, in any event, within 28 days of the issue occurring. You can send your written complaint to us by letter or email.
- Once received we will log your complaint and send a copy to an appropriate senior team member. The complaint will be taken to a management meeting where the best possible outcome will be discussed. Depending on the nature of the complaint, further meetings or telephone conversations may be required to establish the facts. We may also contact you again for further information.
- Heartwood has a duty of care to its students and staff, and if the behaviour or language of a complaint is insulting or aggressive during any correspondence, the college reserves the right to terminate the complaints process. Whilst we wish to ensure that any concerns are appropriately heard and addressed, Heartwood will not engage with complaints which are vexatious, rude or threatening in line with our Inappropriate Communication Policy.
- Please note that raising a vexatious or malicious complaint may lead to additional action. A complaint that is categorised as vexatious may be rejected by Heartwood; in such instances the complainant will be notified of the reasons within 14 days after the decision has been made.
- The procedure applies only for events which take place at a time when the complainant is an enrolled learner at Heartwood. It does not, therefore, apply to applicants prior to enrolment with Heartwood, or to former learners of Heartwood whose complaint is raised after their enrolment has ended (either by the issuing of certification or official withdrawal of study by completion of the withdrawal from study form).
- Whilst a complaint investigation is in progress, we request that you refrain from contacting individual members of staff or other students either directly or by copying them into our communications, as this will interfere with our efforts to investigate matters effectively and in accordance with our policies and procedures.
- To ensure all complaints are dealt with in the most efficient way possible, we will only respond to correspondence that has reached us through the postal address and email address listed above. This is for your convenience and to prevent your concerns not being dealt with through the proper channels as set out in this procedure.