

The Family Psychologist



T: 01562 610011 | E: support@thefamilypsychologist.co.uk

Complaints Policy

First Issued	January 2020
Created and uploaded	September 2025
Planned Review Date	January 2026
Name of Lead	Amie Jones - Practice Manager
Managing Director	Dr Rachel McMorrow
Operations Director	Gerry McMorrow

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Complaints Procedure

Our complaints procedure is designed to ensure an excellent client experience, and to serve as a tool by which lessons can be learnt by listening to our clients and their families.

Our aim is to ensure no two complaints are the same, this may require an improvement to our operating systems, our pathway processes or should the need arise, consult the member of our team regarding work performance. All complaints received are taken very seriously and are dealt with in a professional and timely manner.

Stages of the Procedure

Stage 1

We ask the complaint to be put in writing and either posted or emailed. Within **2 working days** of receipt, we will acknowledge the complaint.

Our address: 26 Church Street, Kidderminster, DY10 2AR

Email address: support@thefamilypsychologist.co.uk

Stage 2

Within **14 working days** we hope to have the complaint investigated and resolved. Should this take longer, the complainant will be notified.

The investigation will be undertaken by The Practice Manager, in consultation with the relevant practitioners and key worker as appropriate. This investigation findings and outcomes/resolutions will be reviewed by a Business Director. Upon completion of the investigation, the resolution will be communicated to the complainant.

Stage 3

All complaints received and outcomes are stored in our system. Each complaint - once resolved - is discussed at our team meetings to inform best practice, share learnings and maintain the high standards of client experience we continually strive for.