

Complaints Policy

Caroline Quaife

Coaching, Supervision, Counselling and Training

My commitment

I am committed to providing high quality, ethical work across everything I offer. If something hasn't felt right, I want to know. Feedback, including complaints, helps me improve and ensures the people I work with are properly cared for.

How to raise a concern

If you have a concern or complaint, please contact me directly in the first instance:

caroline@quaifeassociates.com

I will acknowledge your complaint within five working days and aim to resolve it within twenty-one days. If more time is needed I will let you know why and give you a revised timescale.

How I handle complaints

I will listen carefully and treat everything shared with sensitivity and confidentiality.

I will investigate fully and fairly.

I will let you know the outcome and any action I intend to take.

I will keep a record of all complaints in accordance with GDPR and data protection requirements.

If you remain unsatisfied

If you feel your complaint has not been resolved satisfactorily you have the right to refer to my professional body:

<https://coachingfederation.org/credentialing/coaching-ethics/complaints/>

Continuous improvement

I review complaints regularly as part of my commitment to improving my work and the spaces I hold.