



NeuroTribe UK[®]

Inclusive Psychotherapy

Registered Office Address: 12-14 High Street, Caterham, England CR3 5UA

Confidentiality Notice: The data provided is confidential. Completed forms are handled and stored in accordance with our Data Protection Policy and GDPR-compliant procedures.

Complaints Policy and Procedure

Our Commitment

NeuroTribe UK is committed to providing a safe, ethical, and professional service.

We understand that sometimes things may not feel right. If you are unhappy with any aspect of the service you receive, you have the right to raise a concern or make a complaint. We take all complaints seriously and aim to handle them fairly, respectfully, and in a timely way.

You will not be treated differently for raising a concern.

Step 1: Informal Resolution (Optional)

Our therapists will encourage feedback and are committed to working collaboratively with you as part of our anti oppressive practice principles.

If you feel able to, you may choose to raise your concern directly with your therapist.

For some people, this can help resolve misunderstandings quickly.
You are **not required** to do this if it feels uncomfortable or unsafe.

If this is the case you have the right to move straight to a formal complaint.

Step 2: Formal Complaint

If the issue is not resolved informally, or you do not wish to discuss it with your therapist, you can make a formal complaint.

You can do this by:

- Email, or
- Letter

Who to Contact

Please send your complaint to one of our Practice Managers:

- **Kyra Hall-Gelly**
Email: Kyra@Neurotribe.uk
- **Jan Hall**
Email: Jan@Neurotribe.uk

Or by post to:
NeuroTribe UK
12–14 High Street
Caterham
England
CR3 5UA

How to Make a Complaint

To make a formal complaint, please use our **template complaint letter**.

The template includes sections that **must be completed**, such as:

- Your name and contact details
- The name of the therapist involved
- Key dates and a description of what happened

Text shown in **bold** in the template is there to guide you and should be completed or amended so it reflects your situation.

You may write in your own words, and you are welcome to ask someone you trust to help you complete or submit the template on your behalf.

Guidance to Complete the Template

When completing the template, the following may help:

- Describe events in the order they happened
- Focus on what you observed or experienced
- Include any supporting evidence (such as emails or messages), if you have it
- Where relevant, link your concerns to professional or ethical responsibilities (for example confidentiality, boundaries, or competence)

If you are unsure how to complete any part of the template, please complete what you can and submit it. We will contact you if any essential information is missing.

What Happens Next

- We will acknowledge your complaint within **5 working days**
- We will aim to provide a full written response within **30 days**
- If more time is needed, we will let you know why and keep you updated

If You Are Not Satisfied With the Outcome

If you feel your complaint has not been resolved, you may escalate it to your therapist's professional body.

You can find:

- The therapist's professional body on our website
- The same information on your therapist's Kiku profile

When Complaints Are Appropriate

Complaints are generally appropriate where there may have been a breach of professional or ethical standards, including:

- Boundary violations
(for example sexual, financial, or personal relationships with clients)
- Breaches of confidentiality
(sharing client information without consent)
- Impairment
(being intoxicated, falling asleep, or otherwise unable to practice safely)
- Lack of competence
(working outside training, failing to refer when needed, or unsafe practice)