

PLAIN ENGLISH COMPLAINTS POLICY PRINCIPLES FOR HELPLINE CALLERS



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1. Introduction

It helps to read this after reading our **Plain English Complaints Policy and Process**. Click on the links to read the full [Blue Knot Complaints Policy and Process](#) and [Counselling Service Users Complaints Policy](#).

2. Why do we need two policies?

This policy supports you if you want to make a complaint about our Helpline service. It has more information about the Helpline in it. This adds to the information in our other complaints policy. Both policies are in Plain

English to make them clear. You can also read the full policies if you want more information.

All feedback and complaints help us make our services better. We want to provide services which are safe and of high quality. We also respect the rights of people calling our Helpline and of everyone working at Blue Knot, including our counsellors.

3. What else does this policy do?

This works the same way as our other complaints policy. It means that we take your concerns seriously.

We know that some people calling our Helpline will feel angry or have strong feelings which come from past experiences. Sometimes strong feelings and anger from the past can carry over to the counsellor or service as well. This is expected but it can make it hard to know when to make a complaint.

Our counsellors always try to make it feel safe when you call. We hope this will help you feel calm. Some callers find relationships hard. This is expected. That's why we slow down when we are speaking with you. We also try not to make excuses when you make a complaint. And we try to understand when you are upset or anxious.

4. How will our counsellors respond to you if you make a complaint or give feedback?

Our counsellors will always:

- Listen carefully.
- Show that they understand how you are feeling.
- Not judge you or make excuses.
- Help you feel as calm as you can.
- Help you feel safe as you can.
- Understand what you are thinking and wanting.
- Say back to you what they heard you say.
- Check in with you that what they heard was what you were saying.
- Ask you to explain something they do not understand.

- Find out if you want to talk with someone about the complaints process.
- Find out if you want to give feedback or make a complaint .
- Take your feedback or complaint seriously.
- Speak with you about the complaints process and how long it will take.
- Treat you fairly, no matter what you say.
- Give you the same service even if you make lots of complaints.

5. Who can make a complaint?

Anyone can make a complaint about our counselling services.

If you want, you can have a support person with you when you make a complaint.

If you have a disability, a family member or friend or someone you choose can make a complaint for you.

6. What can you complain about?

You can complain or provide feedback about any part of the service:

- Not being happy with the service.
- Something we can do better.
- If you believe you did not have fair access to the service.
- If you believe that you were given a chance to contribute to a decision about you.
- If you believe we did not keep your information safe.
- If you believe we did not protect your privacy.

We will always ask if you can speak with the person who you have an issue with. This is important for people who have experienced trauma. This is because trauma can make relationships hard.

We will try to support you to be able to be safe so you can speak about your concerns and make a complaint.

If you have had a break in a relationship, we will support you to fix it. This may not be possible but is an important part of the process.

7. What will you say in your complaint?

Please give as much information as you can. This means we can investigate your complaint. Please tell us:

- What the problem is.
- How the problem has affected you.
- How you think we can fix the problem.
- Any other information which supports your complaint.
- What you want to happen. How can we fix the problem?
- How you want us to contact you. Do you want us to call, email or send a letter? You can also say that you do not want us to contact you.
- If you want us to leave a message, please give us permission to do that.

To find out more about the complaints process please read our **Plain English Complaints Policy and Process** or our full [Blue Knot Complaints Policy and Process](#). Our full [Counselling Service Users Complaints Policy](#) is here.

8. Related

- Plain English Complaints Policy and Process.
- Blue Knot Complaints Policy and Process.
- Counselling Service Users Complaints Policy.

9. Document details and review

This policy will be reviewed at a minimum of every three years.

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