



Complaints Procedure

From Fears to Freedom - Jelena Sabanceva

Introduction

I aim to provide a professional, respectful and ethical therapeutic service. If you have a concern about your therapy or the service you have received, I encourage you to raise it with me. I hope that most concerns can be discussed openly and resolved informally.

Raising a concern

You may raise a concern during a session or contact me by email. If you wish to make a formal complaint, please email jsabanceva@gmail.com, explaining what has concerned you and, where relevant, what you would like me to consider or address.

What happens next

I will acknowledge a formal complaint within 5 working days and aim to provide a written response within 20 working days. If additional time is needed to consider the matter properly, I will let you know and explain the expected timescale.

If you remain dissatisfied

If you are not satisfied with my response, or do not feel comfortable raising the matter directly with me, you may contact my professional body, ACCPH (Accredited Counsellors, Coaches, Psychotherapists & Hypnotherapists), and use its current complaints process. Current information can be found on the ACCPH website: www.accph.org.uk.

Hypno-CBT® directory matters

For concerns specifically relating to my use of the Hypno-CBT® qualification, trademark or directory listing, concerns may also be raised with the College of Hypno-CBT®. The College's directory governance covers matters such as misrepresentation, trademark use, advertising breaches, safeguarding concerns and licence or insurance status. Ordinary disputes about clinical outcomes, fees or therapeutic style are generally directed to the practitioner's professional body or other appropriate authority.

Confidentiality and respectful treatment

Making a complaint will not affect your right to be treated respectfully and confidentially. Information relating to a complaint will be handled in accordance with applicable professional, ethical and data-protection obligations.

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