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## COMPLAINTS PROCEEDURE

Wright Insight Ltd endeavour to deliver its services to the best of their professional ability, however, if at any stage the services are deemed to be unsatisfactory then they ask that in the first instance that issues are discussed informally. If the dispute cannot be rectified, then this document outlines the formal complaints procedure, which is also available on their website.

All complaints and issues raised will be taken seriously and dealt with in a professional manner. Constructive feedback is welcomed as it is imperative to building and developing service provision, so all clients can continue to receive a satisfactory service where outcomes are met with care and attention.

All complaints against Joanne Wright should be made in writing via email or letter. Once a complaint is submitted then Wright Insight will confirm receipt and outline next steps within 5 working days. Wright insight will endeavour to fully investigate and respond to the complaint within 21 days. However, if this is not possible, Wright Insight will specify the reason the 21 days cannot be met and set a revised timeline that is considered reasonable under the circumstances specified. Where appropriate, an alternative party will be used to investigate the complaint. Any outcome that is deemed unsatisfactory to the complainant, the complainant can escalate to the relevant professional body for external evaluation and assessment.

Please see below links to the professional bodies which will show more information in respect of their own complaints policies and how to make a complaint against one of their members.

For Coaching work escalating a complaint should be made to the European Mentoring and Coaching Council (EMCC)

[Complaints Procedure \(emccuk.org\)](http://emccuk.org)

For Counselling work escalating a complaint should be made to the British Association for Counselling and Psychotherapy (BACP)

[How to complain about a BACP member](#)

For Mediation work escalating a complaint should be made to the Civil Mediation Council (CMC)

[Complaints — Civil Mediation](#)

All information regarding complaints will be held in accordance with Wright Insights Privacy Policy. More information can be found on the website [www.wrightinsight.co.uk](http://www.wrightinsight.co.uk)