

Our Complaints Policy and Procedure

1. We are committed to meeting the highest quality standards in the delivery of the services we provide to our Clients. We aim to provide efficient and effective service and take any problems that do arise very seriously indeed. We will try to solve any disagreements quickly and efficiently. However, if you are not happy with the way we deal with any disagreements and would like to make a complaint regarding our services, our contact details for complaints are:
Correspondence Address: ICIS, PO Box 584, North Shields, NE27 0WS
Telephone Number: 0191 216 1641
2. In the first instance, complaints relating to Clinical issues will be handled by Mr D Pearce (Operations Director). If the complaint is made verbally we may ask you to put the details in writing.
3. Complaints relating to operational issues will be handled by Mr A S Bainbridge (Clinical Director). If the complaint is made verbally we may ask you to put the details in writing.
4. We will acknowledge your complaint within 48 hours. In this acknowledgement we will detail the action we are taking in relation to your concerns. Where possible we will tell you the timescale within which we will respond with our views on your complaint and how we propose to resolve it.
5. If we are unable to deal with the complaint within the advised timescale, we will inform you of this and provide you with a reason for the delay and a revised timescale.
6. We are subject to the British Psychological Society Member (BPS) Conduct Rules.
Detailed information on this code of conduct can be found at [http://www.bps.org.uk/document-download-area/document-download\\$.cfm?restart=true&file_uid=356A2C53-F22D-EBBB-0536-2A8153142FB3](http://www.bps.org.uk/document-download-area/document-download$.cfm?restart=true&file_uid=356A2C53-F22D-EBBB-0536-2A8153142FB3)
If you are not satisfied with our response to your complaint, you may take your complaint to the Chief Executive of the BPS.
7. You may print a copy of this complaints procedure for future reference.

