



# Complaints procedure

## Key Principles

- Cathy Wood Psychology endeavors to provide immediate resolution for minor complaints or incidents where possible, and a course of action within 24 hours.
- Cathy Wood Psychology endeavors to reach a resolution for all complaints within 4 weeks and will provide written evidence of the resolution to the complainant.
- Where a complaint is made in person or by phone Cathy Wood Psychology will:
  - Make a written record of the complaint.
  - Provide a written copy of the complaint to the complainant within 3 working days.
- Cathy Wood Psychology will review all complaints on a monthly basis.

## Making a complaint:

Should you be unhappy with any aspect of our dealings with you or of the way your case was managed you can complain by telephone, email or in writing.

Telephone number – 07976419558

Email – [cathwood@cathywoodpsychology.co.uk](mailto:cathwood@cathywoodpsychology.co.uk)

In writing – Dr Cathy Wood, 88 High Street, Prestatyn, LL19 9BE.

All complaints will be logged and acknowledged and a case reference provided.

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