

## MCPCS Complaints Procedure

We hope that your time spent with the Minster Centre Psychotherapy & Counselling Service (MCPCS) is helpful and supportive. However, if you have a complaint about any part of the service, please report the problem initially to your therapist or to the MCPCS Co-ordinator. Should you not be satisfied with the response, you may direct your complaint in writing to the Deputy Director at the Minster Centre, 20 Lonsdale Road, London NW6 6RD or by phone on 020 7644 6240.

The guiding principles behind our procedure are that the complaint should be:

- Treated seriously and with fairness.
- Considered without undue delay, and in as straightforward a manner as possible.
- Treated consistently across the Minster Centre.
- Dealt with and resolved, wherever possible, in an informal way.