

Privacy Policy

bMindful Psychology keeps confidential records and statistics about the people who use the service. We may collect information about who looks at our website and who contacts us via our telephone number and email. We don't know any names, addresses or contact information unless you have provided these.

All our records are kept securely, and are only seen by bMindful Psychology team members.

All our records are stored and processed in line with the General Data Protection Regulation (GDPR) and the expected provisions of the Data Protection Act 2018 (DPA 2018) as set out in the Data Protection Bill. Please review our [Data Privacy Notice](#) for further details in relation to who has access to your data, how it's stored, what happens to your data and your rights.

Commented [K1]: Link to notice attached on email

If you have any queries with regards to your data please contact us at info@bmindfulpsychology.co.uk

Confidentiality

bMindful Psychology is an independent and confidential form of support. We hold information about the people we work with and the work we do together in confidence. This means that we will not normally share your name or any information about you to anyone outside of our organisation, not even with your GP, school or other services.

However, there are exceptional circumstances where bMindful might ethically or legally have to give information to relevant authorities. For example, if we have reason to believe that someone, especially a child, is at risk of harming themselves, being harmful to someone else, if the Courts instruct us or if we are informed of a proposed act of terrorism or other illegal act.

We will discuss any proposed disclosure with you unless we believe that to do so could increase the level of risk to you or to someone else.

Further details are set out in our Client Agreement provided to you prior to the first appointment.

Marketing and Privacy

Your details will not be sent or sold to any third party company or organisation, as your details remain entirely confidential with bMindful Psychology.

You may be forwarded update information or marketing information via email or SMS messaging if you have provided your consent for us to do so and may withdraw that consent at any time by contacting info@bmindfulpsychology.co.uk

Compliments, comments and complaints

We welcome feedback on all aspects of the services that we provide and we are always delighted to receive compliments which we will pass to the relevant individuals or teams.

If you have comments or concerns then you can raise them by emailing info@bmindfulpsychology.co.uk

Please note that if you are complaining on behalf of someone else we will require their consent, confirming that they wish you to act on their behalf and understanding that in responding to your concerns we will be sharing their confidential information with you.

Frequently asked questions

What is the time limit for making a complaint?

+ -

If you are unhappy about something, then it is always best to make your complaint as soon as possible and within six months after the date of the event complained about, or as soon as the matter first came to the attention of the complainant. This time limit can sometimes be extended (as long as it is still possible to investigate the complaint). An extension might be possible, such as in situations where it would have been difficult to have complained earlier, for example, when someone was unwell.

Will my complaint be kept confidential?

+ -

To investigate your complaint, we will need to discuss the concerns with clinicians and managers involved in the delivery of service user care and support. However, service users, their families or representatives are assured of confidentiality at all times.

What will happen as a result of my complaint?

+ -

It is important to be clear what you want to happen as a result of the complaint you are submitting. You may want:

- An apology
- Someone to explain what has happened
- Some changes or improvements to be made
- To make sure the same thing does not happen again

How do I make a complaint?

+ -

The best way to make a complaint is to speak to a member of the team who is involved in your care. It is the responsibility of the Clinical Director to look into and to respond to all of your concerns. Our aim is to resolve any problems as quickly and informally as possible. In some cases, for example, a discussion with an appropriate member of the team may be all that is required to put things right.

If you do not wish to speak to a member of the team, or if you are unhappy with the way in which they have dealt with your earlier concerns, you can take your complaint directly to the Clinical Director Stuart@bmindfulpsychology.co.uk

If you would prefer to put your complaint in writing, please address correspondence to:

Stuart Hepworth – Clinical Director
bMindful Psychology
Hobart House
Cheadle Royal Business Park
Cheadle
SK8 3SR

If you would prefer to speak to someone, then please call 0161 510 0111 and speak to our Practice Manager.

When will I hear from you?

+ -

You will be contacted by the Clinical Director, within two working days of our receiving your complaint, to acknowledge your concerns and to advise you on who will be investigating your complaint, when you can expect to receive a written response together with an invitation to meet to discuss your concerns in more detail, if this would be helpful.

You will generally receive a written response within 20 working days of receipt of your complaint. However, it can sometimes take longer than this to carry out a full and thorough investigation, particularly if your complaint is very complex. In such cases, we will let you know the reason for any delay and tell you when we anticipate being able to respond in full.

Whilst investigating your complaint, the Clinical Director may need to ring you to talk about aspects of your concern or to extend an offer to meet with you if you have not previously met as part of the process. It would therefore be helpful if you could provide a postal address and telephone number for us to contact you.

What if I am not happy with how you respond to my complaint?

+ -

If you are not happy with the response to your complaint, let the service manager (or the person who provided you with a written response) know that you are still not satisfied and explain why. Where at all possible, they will try to address and resolve any continuing concerns.

Should you still remain dissatisfied with the way in which the service has handled your complaint, please note that all our clinical team are registered with either the Health and Care Professions Council (HCPC), who can be contacted via their website: <https://www.hcpc-uk.org/concerns/raising-concerns/> of the British Association of Counselling and Psychotherapy [Get help with counselling concerns \(bacp.co.uk\)](http://www.bacp.co.uk)

Where can I find full details of the Complaints Procedure?

+ -

Please review the following documents:

- Complaints Policy