

Complaints Policy

Dr Lelanie Smook Psychological Therapies

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Purpose of This Policy

Dr Lelanie Smook Psychological Therapies is committed to providing a high-quality, respectful, and professional service. Feedback and concerns are taken seriously and used to improve practice.

This policy explains how to raise a concern or make a complaint and what you can expect from the process.

Principles

All complaints will be:

- Taken seriously
- Handled fairly and respectfully
- Considered promptly and transparently
- Used as an opportunity for reflection and improvement

Raising a Concern Informally

Wherever possible, concerns are best raised **informally** and as early as possible.

You are encouraged to discuss your concern directly with Dr Lelanie Smook. Many issues can be resolved quickly through open discussion and clarification, in line with good practice guidance from professional bodies.

<https://explore.bps.org.uk/content/report-guideline/bpsrep.2023.inf159/chapter/bpsrep.2023.inf159.2>

Making a Formal Complaint

If a concern cannot be resolved informally, or you feel unable to raise it directly, you may make a **formal complaint**.

How to complain

- Complaints should be made **in writing** (email or letter).

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- Please include as much detail as possible, including dates and the nature of your concern.

You will receive:

- An acknowledgement of your complaint.
- Information about the next steps in the process.

What Happens Next

Once a formal complaint is received:

- The complaint will be reviewed carefully and impartially.
- You may be contacted for clarification if needed.
- A written response will be provided, outlining findings and any actions taken.

Reasonable timescales will be followed and you will be kept informed throughout the process, reflecting good-practice expectations for complaint handling.

Confidentiality

Complaints will be handled confidentially and information will be shared only where necessary to investigate the matter or meet legal and professional obligations.

If You Remain Dissatisfied

If you are not satisfied with the outcome of your complaint, you may raise concerns with relevant external bodies.

Health and Care Professions Council (HCPC)

You may raise a concern about professional conduct or fitness to practise with the HCPC, which regulates practitioner psychologists.

<https://www.hcpc-uk.org/concerns/raising-concerns/>

British Psychological Society (BPS)

If your concern relates to ethical practice as a Chartered Psychologist, you may also consult BPS guidance on submitting a complaint.

<https://www.bps.org.uk/submitting-complaint>

Data Protection Complaints

If your complaint relates specifically to how your personal data has been handled:

- You are encouraged to raise this directly first
- If unresolved, you may contact the **Information Commissioner's Office (ICO)**

This reflects ICO guidance on handling data protection complaints.

<https://ico.org.uk/for-organisations/how-to-deal-with-data-protection-complaints/>

<https://ico.org.uk/make-a-complaint/>

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Learning From Complaints

All complaints and feedback are reviewed to:

- Identify learning points.
- Improve service quality.
- Maintain safe and ethical practice.

Contact

Complaints or concerns should be submitted via the contact details provided on the website.

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