CLIENT INFORMATION

Grey Matters Centre Ltd

Not happy with your therapy? Please tell us.

Every concern is listened to and taken seriously. Raising one will not affect your access to the centre or to any other therapist.

In immediate danger? Call 999.

If you are worried that you or someone else is being harmed, tell a member of staff today. Safety always comes first.

1

Tell us

Speak to us in person, by phone or by email, or fill in a form from reception. You do not have to speak to your therapist first.

2

We respond

We acknowledge your complaint within 3 working days and send a written response within 20 working days.

3

Ask for a review

Still unhappy? Ask for an independent review within 20 working days of our response.

About our therapists

Therapists at Grey Matters Centre are self-employed members of professional bodies. You can also complain directly to your therapist's professional body. Ask your therapist or reception for their details.

COMPLAINTS LEAD

Louise Fenton

Phone: 07907 613600

Email: info@greymatterscentre.co.uk

OTHER WAYS TO REACH US

Complaint forms are available at reception.

Large print and other formats are available on request.

Someone can complain on your behalf with your consent.

Your information is kept confidential. It is shared only to resolve your complaint or to keep someone safe. Our full complaints policy is available at reception or on request.