

Complaints Procedure

Complaints about TCS/Transform Student Support or a Support Worker

If, for any reason, you have a complaint about TCS or about the Support Worker who has been assisting you, please speak to the TCS Services Manager in the first instance. The Services Manager will listen to your complaint carefully and will take appropriate follow up action. You will not be treated any less favourably as a result of your complaint.

If you feel that you cannot speak to the TCS Services Manager or, if you have done so and are not satisfied with the response, please contact Dominic Lewis- Gordon, Director for Transform Counselling Services C.I.C. (TCS). Complaints will be dealt with in an appropriate and impartial manner:

Dominic Lewis- Gordon, Director
dominic@transformcounselling.co.uk