**Making a complaint   
about the BPC**

We always strive to provide the best possible service to you and want you to be completely satisfied with how you have been supported and treated. We welcome your feedback about the way we carry out our work so that we can improve our service.

So that we can respond swiftly please contact us within a reasonable amount of time (within a month) after you have found out that you have a concern or complaint. Our team are here to help you so please contact them initially as they may be able to sort your concern out straight away or arrange for you to speak with the right person. You can call our office on 020 7561 9240.

If you are still dissatisfied, and would prefer to make a formal complaint, please complete this form and return it to us either by post (address above) or email: [hello@bpc.org.uk](mailto:hello@bpc.org.uk)

If your complaint concerns a specific member of the BPC team, please tell us their name:

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Please describe your complaint as fully as possible. If you have copies of correspondence that relate to your complaint, it will help if you could include them. Please let us know the names of any members of the BPC team with whom you have already discussed your complaint:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

FIRST NAME:

LAST NAME:

ADDRESS:

POST CODE:

TELEPHONE:

EMAIL:

SIGNATURE: DATE:

Please send the completed form, together with copies of any supporting information either by post or email:

Post: British Psychoanalytic Council, Suite 7, 19-23 Wedmore Street, London N19 4RU

Email: [hello@bpc.org.uk](mailto:hello@bpc.org.uk)

We will acknowledge your complaint within ten working days of receipt.

Thank you for completing this form.