

BPC Customer feedback

We are committed to providing a high-standard of service to everyone who uses our services, but if something goes wrong, we need you to tell us about it. This will help us to learn from our mistakes and improve our standards.

Our aim is to resolve complaints quickly, fairly, simply and confidentially, and to learn from them to improve our performance and prevent recurrences.

This procedure is not designed to deal with:

- Concerns about Registrant's of the BPC.
- Complaints you may have about the outcome of a fitness to practise investigation or registration attempts.

If you would like to raise a concern which falls within the two categories above, please visit our complaints page on: www.bpc.org.uk/about-us/complaints/how-complain

This procedure is for feedback about the way that the British Psychoanalytic Council carries out its work. For example, if you feel a member of staff has been rude to you, or a query has not been answered quickly enough.

Please email mail@bpc.org and include your name and contact email and as much detail of your complaint as possible. We will use this information to investigate the issues and respond to you. We will aim to acknowledge receipt of your complaint within three working days.

If you would like to make a complaint but you are unable to write into the office or would like some assistance in making the complaint, please call the office on 020 7561 9240.