

COMPLAINTS POLICY AND PROCEDURE

Practitioner: Giselle Charbonnier

[Contact Link](#)

Effective Date: September 11, 2026

Review Date: September 12, 2026

1. Purpose and Philosophy

As a sole practitioner, I am committed to providing a professional, ethical and high-quality coaching service to all my clients.

My practice is grounded in professional ethics, clear boundaries, confidentiality, informed consent and respect for client autonomy. I work within the scope of my professional training, qualifications and experience and maintain my professional development through ongoing training, supervision and reflective practice.

If you feel that any aspect of my service has fallen short of the standards you reasonably expect, I encourage you to let me know. I take complaints seriously and aim to respond to them fairly, respectfully and transparently.

I view feedback and complaints as an opportunity to reflect on my practice, address concerns appropriately, learn from experience and maintain high professional standards.

2. Scope of this Policy

This policy applies to current and former clients of my coaching practice.

It covers concerns or complaints relating to, for example:

- The quality or appropriateness of the coaching service provided.
- Professional conduct or ethical boundaries.
- Confidentiality or the handling of personal information.
- The professional relationship between practitioner and client.
- Administrative or financial matters, including invoices, scheduling or fees.
- Any other aspect of my professional service that a client believes requires attention.

Where a complaint raises concerns relating to safeguarding, serious professional misconduct, a conflict of interest, or a potential breach of legal or professional obligations,

I may seek appropriate professional, supervisory, legal or insurance advice and take any necessary action.

Anonymous complaints will be considered where sufficient information is provided to enable the matter to be assessed. However, it may not always be possible to investigate or respond fully without identifying information.

3. The Complaints Process

As a sole practitioner, I am responsible for managing complaints relating to my own practice. I will consider every complaint seriously, fairly and impartially, taking into account the information and evidence available to me.

The process has three stages.

Stage 1: Informal Resolution

Many concerns can be resolved through open and direct communication.

I encourage clients to raise concerns with me as soon as possible, either during a coaching session or by email.

Where appropriate, I will arrange a dedicated time to discuss the concern and explore whether a mutually acceptable resolution can be reached.

There is no requirement to use the informal process where the nature of the concern makes a formal complaint more appropriate.

Stage 2: Formal Written Complaint

If a concern cannot be resolved informally, or if you consider the matter too serious or sensitive for an informal discussion, you may make a formal written complaint using this [Contact Link](#)

To help me investigate the matter fully, please provide, where possible:

1. Your full name and contact details.
2. A clear description of the concern or complaint.
3. Relevant dates, sessions or communications.
4. Any supporting information or evidence that you consider relevant.
5. Where appropriate, an indication of how you would ideally like the matter to be resolved.

You will not be disadvantaged in your coaching relationship or in any future dealings with me as a result of making a complaint in good faith.

Acknowledgement

I will acknowledge receipt of a formal complaint in writing within 2 working days, where reasonably practicable.

Investigation and response

I will review the complaint carefully and consider relevant information and records, including coaching notes or correspondence where appropriate.

I will normally provide a substantive written response within 14 working days of acknowledging the complaint.

If the matter is complex and requires more time, I will explain the reason for the delay and provide an indication of when a full response can be expected.

The response will set out, as appropriate:

- My understanding of the complaint.
- The information considered.
- The outcome of my review.
- Any actions or resolution I propose.
- Any further steps available to you.

Where appropriate, I may seek advice from my professional supervisor, professional indemnity insurer, legal adviser or another suitably qualified professional. Any such consultation will be undertaken with due regard to confidentiality and data-protection requirements.

Stage 3: External Escalation

As a sole practitioner, there is no separate internal management or appeals tier within my practice.

If you remain dissatisfied following my response, you may seek independent advice about any further steps that may be available to you, including contacting an appropriate professional body, regulatory or other relevant organisation where applicable.

If the matter concerns a potential breach of legal obligations, you may also seek advice from the relevant statutory or regulatory authority.

Nothing in this procedure prevents you from exercising any rights or remedies that may be available to you under applicable law.

4. Confidentiality and Data Protection

Complaints will be handled sensitively and confidentially, subject to legal, safeguarding, professional, insurance and data-protection requirements.

Information relating to a complaint will only be disclosed to third parties where this is necessary and appropriate, for example:

- Where professional, supervisory, legal or insurance advice is required.
- Where disclosure is necessary to protect the client or another person.
- Where there is a legal or safeguarding obligation to disclose information.
- Where disclosure is required by an appropriate professional or regulatory process.
- Where disclosure is otherwise permitted or required by law.

Records relating to complaints will be retained securely and handled in accordance with applicable data-protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, as applicable.

5. Review of the Policy

This Complaints Policy and Procedure will be reviewed periodically, and at least annually, to ensure that it remains appropriate to my practice and consistent with applicable professional and legal requirements.

Policy effective from: September 12, 2026

Next review: September 11, 2027

Giselle Charbonnier

Contact for complaints: [Contact Link](#)