



ENHANCE COUNSELLING SERVICES
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Complaints Procedure

Purpose	Purpose of this policy. • To demonstrate Enhance Counselling Services and Ascend Learning's commitment to protection of the public and counsellors. • To inform all leaders, staff and clients of their rights to act on complaints where they deem necessary to ensure protection of the counselling profession. • To give guidance on the processes and procedures to lodge complaints.
Scope	• This policy applies to all people who conduct work for the organisation in a paid or unpaid capacity. This may include, for example, board members, executive leadership, staff, volunteers, interns, trainees, contractors and consultants. • This policy should apply to all activities conducted by the organisation including online programs, in person services and in centre or community services. • This policy applies to clients and will be provided in instances where a client informs that they intend to make a complaint.
Responsibilities	All staff of Enhance Counselling Services and Ascend Learning are required to adhere to the responsibilities detailed here. • Staff must read, understand and acknowledge this policy before commencing working with clients. • Staff will ensure that feedback is obtained at regular intervals to address any client issues prior to complaints being made. • Staff must act in accordance with the Australian Counselling Association Code of Practice and the organisations policies and procedures. • Where a grievance cannot be addressed between the client, counsellor and supervisor, a complaints procedure guide will be provided. • Complaints will be taken to the ACA. • The ACA will respond, collect evidence and make decisions on complaints brought to them.



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**Relevant
legislation
and standards**

- Australian Counselling Association Code of Practice - [8c9283a0-9fcb-4aae-15a4-febd16a21eab_file.pdf](#)
- The Australian Counselling Association Complaints Policy and Procedural Guidelines - [b47b16fb-a1ed-31e7-951c-a67fb519f270_file.pdf](#)