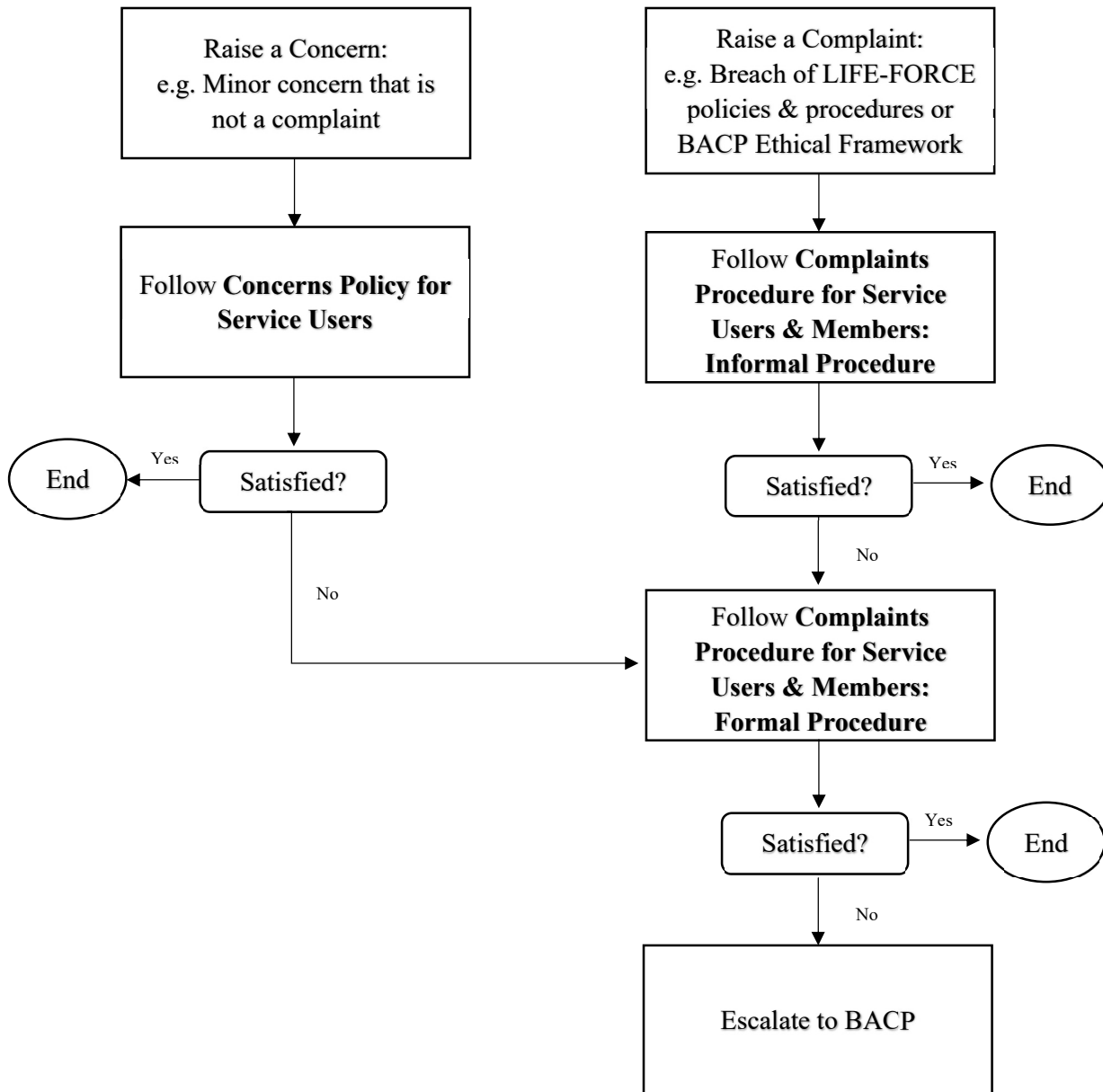


Raising Concerns and/or Complaints Chart

If a Service User is not happy with the counselling service provided, depending on whether they have a concern or a complaint, they can consider following the options below:



The LIFE-FORCE Counselling Service aims to resolve all concerns and complaints in a calm and professional manner and hopefully with a positive outcome for all parties concerned.