

Cambridge Psychotherapy Assistance Trust

Complaints Policy

Every year, the Cambridge Psychotherapy Assistance Trust (CPAT) gives people financial assistance to help them pay for the long-term therapy they need.

Very occasionally, someone comes away from a meeting with one of our Trustees feeling dissatisfied. Perhaps we were not able to help you, or to help you as much as you would have liked. Perhaps you felt you were not treated with sufficient respect or courtesy.

For this reason, we have a Complaints Procedure.

The first step is to contact the CPAT Trustee who you saw or spoke to. If this doesn't resolve the situation, or you don't feel comfortable doing that, then please feel free to contact the Chair of Trustees on 07434 738070, or to make a complaint via our website (www.cambridgepsychotherapyassistancetrust.org).

We will then discuss your complaint at our next Trustees' meeting (these are held monthly, except the month of August), and get back to you as soon as possible with our response.

If you are still unhappy with the outcome, you may contact the Charity Commission for advice. <https://www.gov.uk/complain-about-charity>

In the event of a breach of your data security, please contact the Data Protection Lead: Sue Purseglove on 07506 062415. After that, if you are unhappy with CPAT's response, and wish to complain, you can contact the Information Commissioner's Office:

<https://ico.org.uk>

Policy reviewed and approved: 09/11/2022