5. Client Complaint Form

I take every complaint seriously. You can complain in any way that suits you: this form, email, letter, phone or a voice note. I will acknowledge it within 5 working days and tell you who is handling it, the next steps and likely timescale, how your information will be handled, how to send more evidence, and how to raise an urgent safety concern. I aim to resolve complaints within 30 working days; if it will take longer I will explain why and give you a new date.

Serious complaints, such as sexual misconduct, non-consensual touch or a safeguarding concern, will not be handled informally. They go through Cuddle Professionals International's formal process and, where appropriate, the police. You will not be treated less favourably for complaining, and you are always free to go to outside bodies: the police (999 in an emergency, 101 otherwise), local safeguarding services, or the ICO (ico.org.uk) about your data.

Do you feel unsafe right now? (If yes, please call 999.) ☐ Yes ☐ No Details: _____

Your name: _____

Contact details and how you would like me to reply:

_____

Date of session: _____

Session address/area: _____

What happened? (please describe in your own words)

_____

_____

_____

_____

_____

How has this affected you?

_____

_____

Evidence or witnesses (messages, screenshots, people you told):

_____

What would you like to happen now?

☐ An explanation

☐ An apology

☐ A refund (full / partial)

☐ A change to how I work

☐ Referral to CPI

☐ Other: _____

If you are not happy with the outcome, you can ask CPI for a review, for example if there is new evidence, a procedural error, a conflict of interest or a concern about fairness.

Client signature: _____ Print name: _____ Date: ____/____/_____

For office use

Date received: _____

Date acknowledged (within 5 working days): _____

Initial assessment:

☐ Safeguarding or immediate safety concern? Act now and refer

☐ Insurer notified

☐ Referred to CPI formal process

☐ Suitable for informal resolution (not for misconduct or safeguarding)

☐ Data breach? Consider ICO report within 72 hours

Action taken: _____

Outcome and date closed (target 30 working days):

_____