

## Client Care Policy

We aim to meet your needs with efficiency, effectiveness, fairness and courtesy by:

- Providing a friendly service, showing respect and sensitivity;
- Treating you fairly – demonstrating our commitment to equality and diversity;
- Recognising and responding to your particular needs;
- Dealing with your requests and enquiries accurately, promptly and efficiently;
- Respecting your confidentiality;
- Offering an explanation if we can't answer your request /enquiry;
- Making effective use of IT services;
- Establishing service standards and monitoring our performance;
- Continuing to develop our teams' expertise and skills; and
- Welcoming your feedback.

Juniper Tree Therapy has a comprehensive Compliment and Complaint Procedure, with the involvement of Directors to ensure all matters are resolved to the satisfaction of all parties.

### Courtesy

All team members are trained in client service standards, will exhibit client friendly service skills and be knowledgeable, professional and courteous in meeting the needs of our clients.

### Communication

Juniper Tree Therapy Ltd will return all phone calls and emails received from clients within 48 hours. Where we are unable to meet this agreement, we will inform you of this as soon as possible and agree a new deadline.

### Consistency

As part of our commitment to upholding professional standards, we will review our policies annually to ensure that they continue to meet the business needs and that they are consistently applied to all our clients.

### Complaints

If you would like to make any comments or suggestions, raise a query or make a complaint about the service you have received, please contact us using our details below, and refer to the Compliment and Complaint Procedure information as appropriate. This policy will be kept up to date, to reflect changes in the nature and size of the business. To ensure this, the policy and its effectiveness will be reviewed annually.

### Access to Information

We comply fully with the provisions of the General Data Protection Regulation. Any personal or confidential information held by us about a client or a team member is fully accessible to that person or body for review or editing by contacting the Director, Nick Smith.

### Reduce Bureaucracy

Wherever possible, without compromising our legal requirements and professional standards, we strive to reduce the burden of unnecessary paperwork.

**How to Contact Us: Nick Smith**  
Director

Juniper Tree Therapy Ltd  
PO Box 501  
Leeds, LS17 1LL

**T:** 07739310088  
**E:** [info@junipertreetherapy.com](mailto:info@junipertreetherapy.com)

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**email:** [info@junipertreetherapy.com](mailto:info@junipertreetherapy.com) **look:** [www.junipertreetherapy.com](http://www.junipertreetherapy.com) **call:** 0113 3280208

**write:** PO Box 501, Leeds, LS17 1LL **visit:** Suite 3 LS17 Business Centre, Alwoodley, Leeds, LS17 7RG

**registered address:** 12A Stringer Mallard, Montpellier Parade, Harrogate, HG1 2TJ **Company No:** 11233324