

## The Brandon Centre

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### Complaints summary

The Brandon Centre receives very few formal complaints. However we take each complaint seriously. We investigate and respond to the person who has made the complaint. We recognise complaints are a valuable way in which we can learn from young people improvements we can make to our service.

Between 1 January 2017 and 31 March 2017 (quarter 4), we have continued to respond to a formal complaint about multisystemic therapy (MST) from parents whose family was being treated with MST. This complaint has been investigated and the outcome of the investigation has been sent to the parents. There were no complaints about our other services.

Director: Geoffrey Baruch Ph.D.

Brandon Centre for Counselling and Psychotherapy for Young People

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