

The Brandon Centre

26 Prince of Wales Road
Kentish Town
London NW5 3LG

Tel: 020 7267 4792
Fax: 020 7267 5212
Email: reception@brandoncentre.org.uk
Web: www.brandoncentre.org.uk



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 July 2017 and 30 September 2017 (quarter 2), we received one complaint. From a young person who complained about a breach of confidentiality regarding her email address. The Centre manager and the manager of the Centre's sexual health service have implemented a procedure to eliminate the risk of emails going to clients for who they are not intended. All staff are expected to abide by this . The Centre's CEO also wrote to all staff to emphasise need for care and maintaining confidentiality when emailing clients.

Director: Geoffrey Baruch Ph.D.

Brandon Centre for Counselling and Psychotherapy for Young People
A Company limited by guarantee. Registered in Cardiff No. 1830241. Registered Office as above. Registered Charity No. 290118.