EMPOWERED
COACHING & CONSULTANCY

Complaints procedure

Last updated: 22 October 2026

Emma wants every client, customer and visitor to feel respected and well looked after. If something hasn't felt right, we want to hear about it. Your feedback helps us learn.

How to raise a concern

Step 1: tell us directly. Email contact@empowered-coaching.today with a short description of what happened. We'll acknowledge your message within 5 working days and aim to give you a full response within 28 days.

Step 2: contact Emma's professional body. If the issue isn't resolved, or you'd rather not raise it with Emma directly, you can complain to her professional body.

Emma's professional bodies

Counselling: Emma is an accredited member of the National Counselling and Psychotherapy Society (NCPS), membership number NCS19-07600. The NCPS register is accredited by the Professional Standards Authority. You can find the NCPS complaints process at ncps.com.

Coaching: Emma is an associate member of the European Mentoring and Coaching Council (EMCC UK), membership number 02119424. You can find the EMCC complaints process at emccglobal.org.

Workbooks and shop orders

For problems with a workbook or order, email contact@empowered-coaching.today. Our Terms of sale explain your rights.

Data protection complaints

For complaints about how your personal information has been handled, see our Privacy notice. You also have the right to complain to the Information Commissioner's Office at ico.org.uk or on 0303 123 1113.