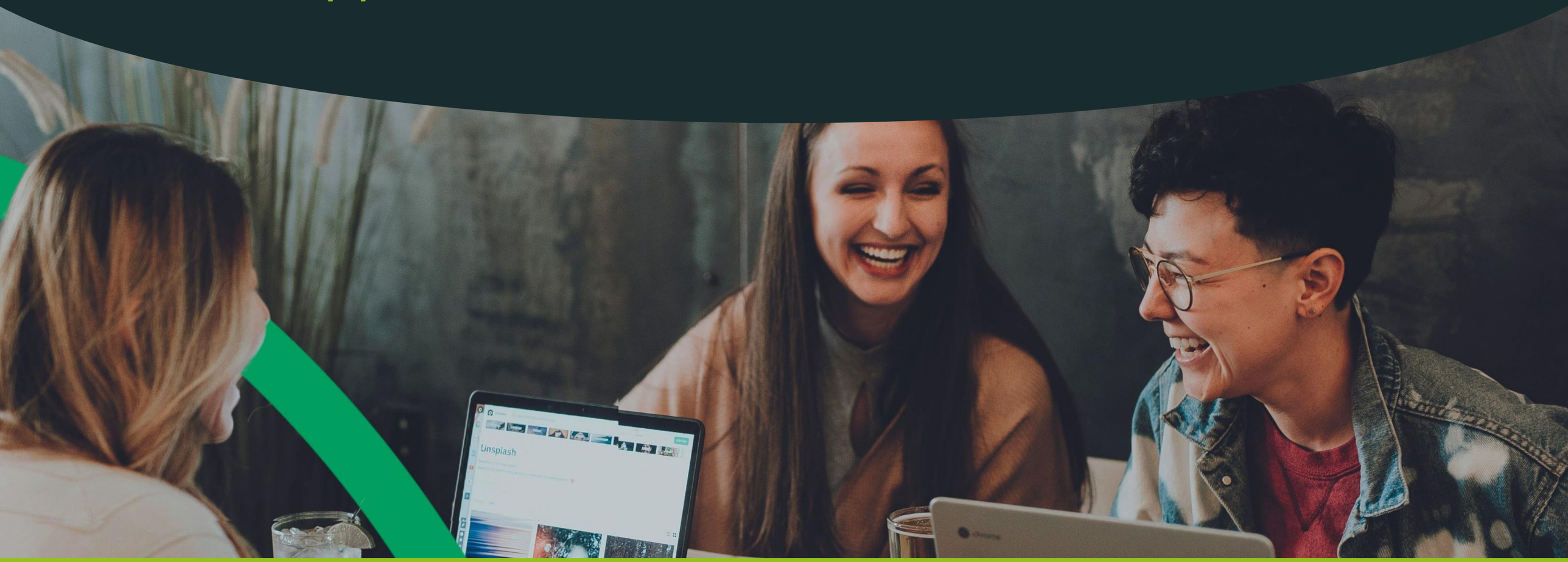
Support for BABCP in Collaboration with CiC



A free, confidential, and independent service offering a wellbeing check-in to Clients

Who are CiC Wellbeing?

CiC (Counselling in Companies) was founded over 35 years ago and is a leading provider of emotional and psychological support in the workplace.

www.cicwellbeing.com

Confidential Wellbeing Support from CiC

As a client who has raised a complaint through the BABCP complaints process, you have access to a free, confidential session provided by CiC - a trusted wellbeing partner with over 35 years of experience supporting individuals and organisations.

CiC specialises in mental health and emotional wellbeing, offering expert-led support. This service is delivered on behalf of BABCP and is completely confidential — your privacy and wellbeing are our top priority.

Sessions are delivered by qualified clinicians and can be booked easily through the **Ele Wellbeing platform** or via **email**. Please note this session is not an advocacy service. It is designed to offer emotional support and guidance, rather than representation or advice regarding the complaint.

Clients

Wellbeing Check-in for Clients who have made a Complaint to BABCP

This professional support session is specifically designed for clients who have made a complaint about their therapist to BABCP.

Led by an experienced clinician, the session offers a compassionate space to reflect on the emotional impact of the complaints process.

Clients are invited to explore their worries and concerns — such as sadness, frustration, or uncertainty — in a safe and non-judgemental environment. They are supported in identifying and connecting with resources that can assist them through the process, including local and national services, peer and advocacy groups, alternative counselling options, and self-care strategies.

Where needed, the session can also provide space to explore questions or concerns about the ongoing complaints process, helping clients feel more informed and empowered.

While the session cannot resolve the complaint itself, clients may leave feeling heard, supported, and better resourced to navigate the next steps.

Welcome to Ele – your confidential wellbeing space.

This platform offers a safe, accessible way to take care of your mental and emotional wellbeing - whenever you need it.

Explore Ele's on-demand library of over 6,500 videos, featuring lived experiences, podcasts, interviews, and expert-led discussions. The resources, support directory, and wellbeing content are designed to offer trusted advice and relatable experiences to help you feel supported and understood.

Book your session:
Through the Ele platform, you can book a wellbeing check-in using the integrated booking tool, choosing a time that works best for you with a CiC clinician.

Log in to the platform using the credentials provided on the right. Once logged in, you can create your own username and password, allowing you to build personalised playlists and save or share content.

From mental health support to practical wellbeing tools, Ele offers a safe and accessible way to take care of yourself.

✅ **Free, confidential, and always available**

📱 **Use it on your phone, tablet, or computer**

🌐 **Log in anytime to explore expert advice, real-life stories, and wellbeing tools**

Clients

How to login:

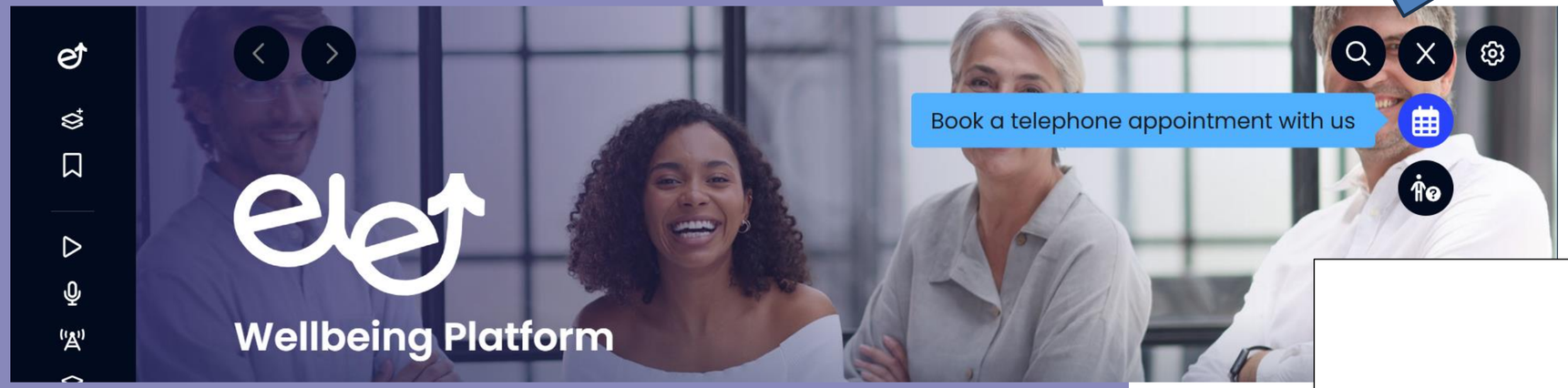
Domain: https://babcpcheckin.elewellbeing.co.uk

Username: babcp@elewellbeing.co.uk

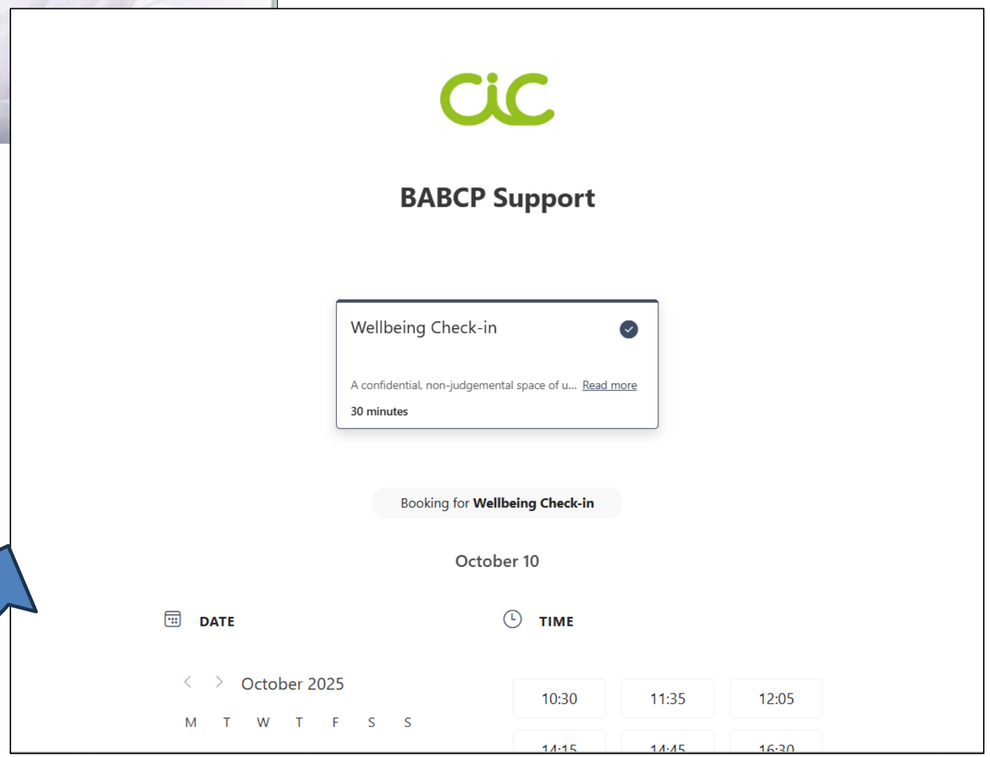
Password: BABCPWellbeing

How to book your session:

To book your session, simply click the icon in the top right corner of the Ele platform to access the booking tool.



This will take you to a booking page where you can select a convenient date and time for your session with a CiC clinician.



Email CiC Wellbeing

BABCPCheckin@cicwellbeing.com

As an alternative to using the Ele booking tool, you can email us to arrange your **30-minute wellbeing check-in session** with a CiC clinician.