

Reviews guidance

Description

[Become a member](#)

[Access therapy](#)

[Helping your child](#)

Anxiety UK Reviews and Testimonials

Why Anxiety UK reviews are important

For the Anxiety UK team to fulfil our mission, it is important that we hear from people we have supported

Every review helps us improve our sessions and range of services. The feedback provided in the reviews includes important personal experiences when accessing and using services from Anxiety UK.

At Anxiety UK, we believe that every response from people who use our service is useful in helping us build up a clear picture of what is working and what may need to improve.

By encouraging this kind of feedback on the support services and therapy that we provide, we can ensure that we are doing everything we can to support people with anxiety and their wellbeing.

Meeting Anxiety UK strategic objectives to combat anxiety

At Anxiety UK, we have specific priorities and strategic objectives. You can read more about our mission and values [here](#).

When and how Anxiety UK asks for reviews and feedback

The Anxiety UK team encourage people to come forward with feedback and respond to the review request when they have completed therapy with an Anxiety UK Approved Therapist.

Our team will ask for a personal review when therapy is completed. Similarly, course and group facilitators will ask for a review when a course or session is complete. We may also ask for a review once a webinar or podcast is broadcast by including links in the chat window, where relevant.

Anyone who accesses any of our support services is very welcome to leave a review, including those

who have used our 'Ask Anxia®' service.

How to leave a review for Anxiety UK

We may ask you if you are happy to leave a review via the Anxiety UK Google [profile here](#)

Google will provide a prompt to sign into a Google or Gmail account. However, it is still possible to leave a review without signing in or creating an account.

Please find more information on our ["Anxiety UK Reviews Guidance page"](#)

Why leave a Google review?

Organisations often ask for reviews to gather data on what is working and to get tips for improvement.

As a charity that is dedicated to helping people with anxiety and anxiety disorders, whether that's living with panic attacks, generalised anxiety disorder (GAD) health anxiety, agoraphobia, social anxiety disorder, phobias including emetophobia, claustrophobia and arachnophobia (and other specific phobias), panic disorder, panic attacks, trichotillomania, obsessive compulsive disorder (OCD), body dysmorphic disorder (BDD) and compulsive skin picking disorder (CSP), we find all feedback helpful.

Our aim is to help as many people as possible that are affected by anxiety, and reviews are incredibly useful so that we can improve for the future.

Research indicates that reviews help people make better decisions when deciding whether to use a company, therapist or other service.

Anxiety UK Reviews Guidance and Information

Reviews of Anxiety UK enable us to gain insights and feedback from people who have used our services, whether that is to recommend Anxiety UK to others or let us know how we can improve our service.

Your review is important to Anxiety UK

All kinds of companies including charities use customer and user reviews to help them shape policies and to improve their offering.

We use Anxiety UK reviews to do exactly the same. Anxiety UK helps people living with anxiety disorders of all kinds. This may include generalised anxiety disorder (GAD), anxiety-based depression, agoraphobia, social anxiety disorder, specific phobias such as emetophobia, claustrophobia, arachnophobia, panic disorder and panic attacks, trichotillomania, obsessive compulsive disorder (OCD), body dysmorphic disorder (BDD) and compulsive skin picking disorder (CSP).

Whatever the reason people come to us at Anxiety UK, we want them to have a positive experience. We are a small team of only six staff, many of whom have their own lived, personal experience of anxiety, stress, depression, and other anxiety related conditions.

Anxiety UK reviews help us understand whether we are on track and are providing the right support for those who need help.

Anxiety UK reviews policy

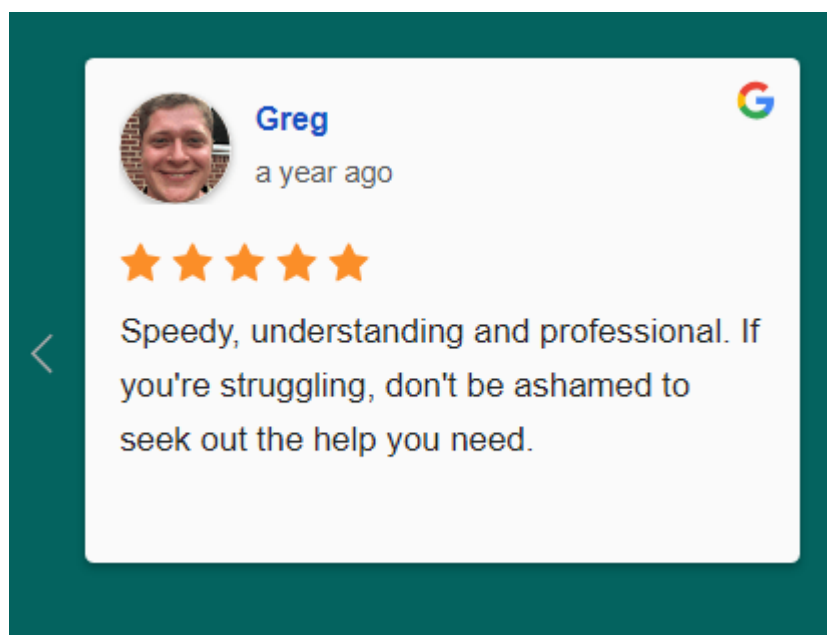
Anxiety UK is fully committed to continuous improvement of our services.

This commitment includes gathering feedback from people who have experienced our services first hand. This could be following a course of cognitive behavioural therapy (CBT), counselling, clinical hypnotherapy, compassion focused therapy (CFT) or eye movement desensitisation and reprocessing (EMDR), or any other aspect of Anxiety UK's work, including our training service, the Anxia[®] app, website or Ask Anxia[®] service.

We believe in the power of direct reviews that give people the control over their feedback – this is the only way for us to find out how people are truly feeling about our services.

This is why we encourage people to leave a review on Google.

If you have contacted us at Anxiety UK and used any of our services, we may ask if you will review us on our Google profile <https://www.google.com/maps/place/AnxietyUK/>



Anxiety UK reviews and Google

Google also allows users to leave reviews in relation to a business. Google has an online review policy to ensure that reviews are relevant, helpful, and trustworthy. Reviews and ratings may be removed if they breach Google's review policy, for example in case where information is deceptive information e.g., fake reviews, or inappropriate e.g., harassment or hate speech. These removal measures help to make sure that Google reviews are relevant, helpful, and trustworthy.

Authenticity and building trust

At Anxiety UK we value trustworthiness and authenticity, which is why we work with Google. We work with and support, many people who are dealing with anxiety challenges. Anxiety UK aims to continually improve our offering and services, and every review of our services helps to do just that.

Anxiety UK recognise that people expect different things from our charity's services and every experience is personal. We use reviews to access useful feedback so that we can then incorporate necessary changes going forward.

Customer service priorities

Our commitment to those who need our services is that we are:

Committed – we go the extra mile and work above and beyond expectations.

Responsive – we listen to people's needs, act promptly, flexibly, and appropriately.

Understanding – we provide empathetic, person-centred, and effective support.

We are a small team of people with direct experience of anxiety disorders and conditions, allowing us to offer sessions and services that are supportive and relevant. Our website offers assistance, from an extensive [FAQ section](#) to our 'Ask Anxia[®]' chatbot service, alongside our helpline, therapy, groups, courses and training services.

Anxiety UK understand that needs change and lay out full [terms and conditions](#) regarding refunds on our website. Anyone who has questions can email info@anxietyuk.org.uk. It is simple to cancel membership and a renewal notice is sent prior to kicking in.

To cancel a renewal of membership, people can email Anxiety UK at subscriptions@anxietyuk.org.uk ten working days before the end of the initial membership subscription.

We provide a referral service for therapy. While all our therapists are approved by Anxiety UK they are not employed directly by the charity.

We understand that sometimes things can go wrong, and we also recognise that our users may be dealing with anxiety. We will always try to find the best solution and resolve any issues or complaints.

Quick guide to writing Anxiety UK reviews

We appreciate you taking time to leave an Anxiety UK review with Google
<https://g.page/AnxietyUK/review>

Google will provide a prompt to sign into a Google or Gmail account. However, it is still possible to leave a review without signing in or creating an account.

- When writing a review for Anxiety UK, please provide honest, unbiased, and impartial information which reflects your own personal experience. We understand this may include both positive and negative comments. This kind of feedback helps us to identify our strengths and where we need to improve.

- Make sure the review is completely relevant to your own experience. This can include anything from first contact to therapy services and how helpful it was and any interactions with our small staff team.
- Your review is important to us, so that we can actively feed any learnings into continuous improvement of our services.

You can read some of our reviews and testimonials on the Anxiety [UK Reviews and Testimonials page](#).

Recent Anxiety UK Reviews and Testimonials

Robert left a 5-star review for Anxiety UK on 17 April 2023:

“The help and assistance provided by Anxiety UK is first class, and available in a format to suit the patient’s preferences. For anyone with concerns about engaging in anxiety counselling, fear not, it is a wonderful non-intrusive experience that works.”

JJ left a 5-star review for Anxiety UK support groups on 25 January 2022:

“I regularly attend one of the three anxiety support groups which run on Mondays, Tuesdays, and Thursdays. I find them hugely beneficial and a safe space to share what is on your mind. The facilitators are well trained and very encouraging and the group members, some of whom are regulars, are mutually supportive, kind and helpful. Above all, they get what it feels like to feel anxious so no need to explain. Thank you, Anxiety UK, for being there.”

Liam Mends left a 5 star review for Anxiety UK as a helpline volunteer on 24 December 2022:

“I volunteered for just over 6 months with anxiety UK on their helpline. The support and training we received was excellent and the experience was invaluable! The work they do is so important and they offer a variety of methods for support for those struggling with anxiety. Among the free support which is provided there’s a membership which allows you to gain access to lots more for just £40 a year which includes a smaller fee for those on benefits. This also gives you access to reduced cost therapy which is really helpful and again, the cost is based on your household income which makes it even more accessible. Overall, working with anxiety UK was a great experience and I would recommend it to anyone who wants to gain experience working within mental health or if they just want a way to help others.”

How to access our services

Head to our [FAQ](#) and contact pages to find out all the ins and outs [about our resources](#) if you need help with any aspect of anxiety.

Mental health problems and anxiety can affect anyone at any time, and we aim to help people who are affected by anxiety and anxiety associated conditions or phobias. These include panic attacks, generalised anxiety disorder (GAD) health anxiety, agoraphobia, social anxiety disorder, phobias including emetophobia, claustrophobia and arachnophobia (and other specific phobias), panic disorder, panic attacks, trichotillomania, obsessive compulsive disorder (OCD), body dysmorphic disorder (BDD) and compulsive skin picking disorder (CSP).