

Making a complaint

A guide to BACP's Professional Conduct Procedure

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Is there anything I need to do before I make a complaint?

If possible, you should contact the member you want to complain about to try to sort out the issue directly with them.

If you can't sort out the issue with them, send the complaint to us with details of how you tried to resolve it and why you couldn't.

Depending on the type of complaint, you may feel that it's not right for you to contact the member. Please say within your complaint why you felt this was not possible.

How do I make a complaint?

You can make a complaint using our online form , which you can find at www.bacp.co.uk/about-us/protecting-the-public/professional-conduct/how-to-complain-about-a-bacp-member/

If you can't use the online form, there's also a paper alternative which you can post to us

How will you deal with my complaint?

There are different ways in which we can deal with your complaint, ranging from a letter of advice to a formal Professional Conduct Hearing.

Your complaint is important to us and we'll deal with it fairly and respectfully.

What is a letter of advice?

If a member accepts that they've failed to meet our professional standards, we'll send them a letter with advice on how they can improve their practice. We might do this if there's been a minor or technical breach of profes1 0bhk0.2(c)5sceha36ceha36ceT* [(Y)-9.m(t)-9.2(ou1 5

Case manager threshold test

The Registrar may reconsider the case manager's decision to close the complaint. This happens if there's convincing new evidence that wasn't available at the time of the threshold test.

Investigation and Assessment Committee

You can ask for a review of the IAC's decision if it decides to close a complaint.

Practice review hearing

Both you and the member can appeal the decision of a practice review hearing.

Disciplinary hearing

The member and BACP can appeal the decision of a disciplinary hearing. If you want us to appeal a decision, you need to tell us why you think there should be an appeal. We'll take this into account when deciding whether to appeal.

Who considers appeals?

If a review or appeal is requested, it will go to an independent reviewer (a reviewer independent of BACP). They'll decide whether the grounds of appeal have been met and whether an appeal can be considered by an appeal panel.

Will you publish details of the complaint?

If a complaint is upheld, partially upheld or has been resolved through consensual disposal, we'll publish the outcome on our website and in our journal, *Therapy Today*, unless there's a good reason not to.

We publish our professional conduct decisions to:

- provide information to the public to inform their decision when choosing a professional
- help our members understand the standards expected of them
- ensure that we are transparent and accountable for our decisions

We publish details of the member but your details will remain anonymous.

You can find more information on our publication policy at www.bacp.co.uk/about-us/protecting-the-public/professional-conduct/professional-conduct-publication-policy/

Support

How will you support me through my complaint?