



Professional Conduct Procedure

Member FAQs:

What happens if a
complaint is made against
you?

Information and support for BACP members who are subject to a complaint

The following FAQs may answer some of the questions you may have if a complaint is made against you.....

What support is available to me.....

Guidance for BACP Members

Information and support for BACP members who are subject to a complaint

The different stages of the complaint

What happens when a complaint is received?

How is a letter of advice issued?

advice.

What is a

Can I appeal if I am unhappy with a decision?

What happens if the Panel dismisses the allegations?

What is the outcome if the appeal grounds are not met?

What is the outcome if the appeal grounds are met?

Will you publish details of the complaint?

What support is available to me

