

Renewal Listening Service

SOP Reference: Internal complaints procedure	Date: June 2020
Author: Listening Service Manager/Collaborative	Signature:
Date of next review: June 2021	

This procedure is for the use of all who work within the Listening Service.

When a complaint is made against a Listener, on the basis of the breach of ethics and practice of the BACP, the complainant should give details of the complaint in writing to the Service Manager, to include the following information:

- The name of the person or service to be investigated
- The date or dates of the alleged incident or incidences
- The place or places where the alleged incident or incidences occurred/occurs
- If the alleged incident or incidences took place in a contracted listener/client relationship – this should be clearly stated
- Details of the complaint

Complaints Process

On receipt of the written complaint, the manager of the Renewal Listening Service will acknowledge the complainants letter within 7 days, and begin the process of investigation. A letter will be sent to the person against whom the complaint was made within 14 days outlining the alleged issue(s). That person will respond within 28 days. The manager will then review the information and make a decision.

If the alleged incident involves a breach of any specific section of the Code of Ethics or Practice of the BACP it may be necessary to consult a solicitor and/or the BACP.

The process of the investigation will be conducted through correspondence unless it is deemed necessary for the relevant parties to meet with the complaints investigator. With written consent the complaints investigator may request copies of the notes and log kept at the service and the relevant supervision log. When all relevant information has been collated a decision on whether to uphold or dismiss the complaint will be taken.

A decision on any disciplinary action may be taken at this time.

The complainant and the person about whom the complaint has been made will be informed of the decision.

If the complaint is not upheld the complaint file will be closed. The complaints process will take no longer than 3 months.

If the complainant is not satisfied with the outcome they can take their complaint to the BACP.