

## Renewal Therapy Service

SOP Reference: <b>Internal complaints procedure</b>	Date: <b>June 2022</b>
Author: <b>Listening Service Collaborative</b> <b>Revision JT</b>	Signature:
Date of next review: <b>June 2023</b>	

When a complaint is made against a Therapist, 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 therapist/client relationship

If preferred the complaint can be taken verbally over the telephone, or face to face meeting with the Renewal Therapy Service manager. In this initial conversation the Therapy Service manager will only collect the information detailed in the four bullet points, and will make no further comment until the investigation has taken place.

### Complaints Process

On receipt of the written complaint, the manager of the Renewal Therapy Service will acknowledge the complainant 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 be required to respond within 28 days, either by written correspondence, or by attending a meeting at a mutually convenient time with the Renewal Therapy Service Manager.

Internal complaints procedure v4.0

June 2022

The Therapy Service 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.

With written consent the Renewal Therapy service manager 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, following the disciplinary procedure..

The complaint 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 appeal the decision to Renewals HR and Safeguarding manager, or take their complaint to the BACP.

If the complaint is against the Renewal Therapy Service manager, then this will be handled by Renewal's HR Manager, with consideration to the Employee Handbook and also the Cause for Concern Policy.