

COMPLAINTS & APPEALS PROCEDURE FOR NON- MEMBERS OF THE BEELEAF REGISTER (Community for Contemporary Psychotherapy)

The procedures contained within this document shall apply to all Members of the BeeLeaf Register. The name of the Register is the 'Community for Contemporary Psychotherapy' and shall be referred to herein as the CCP. An exception shall apply when a complaint is being dealt with by a Court of Law. The term 'Non-Member' refers to any member of the public seeking or using a therapeutic service provided by the Member.

The Complaints Panel shall be made up of 3 people consisting of one Member of the BeeLeaf Executive who shall act as Secretary, and 2 external officers. For the purpose of this document the Non-Member making a complaint shall hereon in be referred to as the 'Complainant,' the Member of the CCP receiving a complaint against him/herself as the 'Respondent,' and the Complaints Panel shall be referred to as the 'Panel.'

1. Making a Complaint

- a) Any Non-Member wishing to make a complaint against a Member of the CCP may choose first to communicate directly with the Member in an attempt to resolve the matter. At this point the Member must also immediately make available to the Complainant the contact name and address of the CCP Complaints Panel whether or not the Complainant requests this information.
- b) In order for a complaint to be investigated, the complaint must be submitted in writing to the Panel within 3 years of the alleged breach.
- c) The Respondent must have been a Member of the CCP at the time of the alleged breach.
- d) Upon contact with the CCP the Member and the Respondent shall be invited to resolve the situation informally through discussion with the Secretary of the Complaints Panel who shall be present as Mediator. BeeLeaf shall keep a summary of the complaint and outcome on record. The Respondent shall be made aware that a complaint has been made and by whom. At the same time the Complainant shall know that the Respondent has been made aware of the complaint and by whom. If a successful conclusion is not reached the Complainant shall be invited to deal with the complaint as described in 1.e. The Complainant shall be informed of the Complaints Procedure in writing.
- e) The Complainant shall be invited to submit a detailed written account of the complaint to the Secretary of the Panel. At this stage the Complainant will be informed that the Respondent will receive a copy of the complaint and be given the opportunity to respond to the Panel in writing within 21 days.

- f) The Panel shall offer a written proposal for resolution to both parties within the following 21 days. The Complainant shall be invited to accept or reject the suggestions and comments contained within the proposal and shall be requested to give a written response to the Panel within 21 days of receipt of the proposal. If no response is received from either party inside of this time the Panel shall consider the case closed.
- g) If the Panel receives a written rejection of the proposal by the complainant and/or an acceptance is not received from the Respondent within 21 days a formal investigation will then begin. The Complainant and Respondent will receive written notification of this decision from the Panel.

2. Decision by the Panel to Commence Formal Investigation

- a) The Panel may decide that there is not enough evidence of misconduct for the investigation to be pursued any further. The Complainant and Respondent shall receive written notification of this decision.
- b) If the Respondent is deemed to be in breach of the Code of Ethics and Practice for Members the Panel shall begin a formal investigation that shall be completed within a reasonable amount of time. The Complainant and Respondent shall receive written notification of this decision.

3. Decisions of the Panel Following Formal Investigation

Based on the findings of the Formal Investigation, the Panel shall make any number of the following recommendations:

- a) The Respondent must provide a letter of apology to the Complainant within a given period of time. A copy of this will be available to the Panel.
- b) The Respondent will be required to undertake a period of additional and specifically focused Clinical Supervision. A report from the Clinical Supervisor report shall be available to the Panel.
- c) The Respondent will be suspended from the course (s)he may be undertaking with BeeLeaf.
- d) Membership of the CCP will be revoked.
- e) The Respondent shall receive a written warning from the Panel.
- f) Other Professional Registering Bodies such as the UKCP, NHPC and BACP will be notified of the decision to revoke the Respondent's Membership of the CCP.
- g) The Complainant and the Respondent shall receive written notification of recommendations made by the Panel within 21 days of the formal investigation being completed. The Complainant and/or the Respondent may then choose to accept these recommendations or follow the Appeals procedure as defined below.

4. Appeals

- a) The Complainant or/and Respondent may appeal in writing against the decision of the Panel. This must take place within 28 days of the recommendations being made by the Panel.
- b) The Panel will then only carry out a further investigation if new information is provided within the above said 28-day period. The investigation shall then proceed as for 1.b
- c) Application for reinstatement of Membership of the CCP shall only be considered when the Panel agrees that the Respondent has fulfilled criteria as described in 3a and 3b of this document.
- d) If the result of the internal appeals procedure is unsatisfactory for the Respondent and/or the Complainant, an appeal may then be made to the Central Final Appeals Committee of UKCP.

5. Expenses

The CCP shall not be responsible for costs incurred by the Complainant or Respondent in dealing with a complaint as defined by this document.