

Complaints Procedure

Introduction:

The BACP (British Association for Counselling and Psychotherapy) sets high standards for counselling and psychotherapy in the UK and provides a framework for the ethical and professional conduct of practitioners and organisations affiliated with it.

New Road Psychotherapy adheres to BACP's ethical framework and believes that maintaining the highest standards of professional conduct is important.

Objectives of the Complaints Procedure:

- Ensure all complaints are investigated impartially and fairly.
- Address complaints promptly.
- Enhance the quality and trustworthiness of services provided by the organisation.

Grounds for Lodging a Complaint:

Clients, staff, or other stakeholders may raise a complaint if they believe there has been:

- Breach of confidentiality.
- Professional misconduct, including any inappropriate invitations, disclosures or dual relationships.
- A breach of confidentiality or other boundary crossings.
- Inadequate or harmful service.
- Discrimination of any form.

Making a Complaint:

- Complaints should be submitted in writing, detailing the nature of the grievance, the parties involved, and any relevant dates or events.
- They should be addressed to the Clinical Manager.
- Please make a complaint in writing to the Clinical Manager by emailing admin@newroadpsychotherapy.com or in writing to the Clinical Manager, New Road Psychotherapy, 73 Church Road, Hove, BN3 2BB

Handling the Complaint:

- An acknowledgement of the receipt of the complaint will be sent within seven working days.
- The Clinical Manager will review the complaint and gather relevant information, which might involve speaking to both the complainant and the practitioner involved.
- If the complaint is against the Clinical Manager, the Clinical Director will handle it.

Investigation:

- A formal investigation might be initiated if the complaint can't be resolved through initial discussions.

- An impartial panel or individual (possibly outside the organisation) should investigate to ensure fairness.

Outcomes:

- Depending on the findings, potential outcomes might include:
- Taking no further action (with reasons provided).
- Offering an apology to the complainant.
- Providing additional training or support to the practitioner involved.
- Taking disciplinary action against the practitioner.

Appeal:

If the complainant isn't satisfied with the outcome, they should have the right to appeal, which a different individual or panel might review.

Confidentiality:

We will ensure all complaints are dealt with confidentially and information is shared only with those directly involved.

Record Keeping:

We will maintain records of all complaints, actions, and outcomes for a specified period, ensuring compliance with data protection regulations.

External Complaints:

If the complainant isn't satisfied after the internal process, they should be informed of their right to take the complaint to BACP or another relevant professional body.

Conclusion

At New Road Psychotherapy, we are dedicated to creating a just and equitable society where everyone is treated with dignity and respect. We recognise that this requires ongoing commitment, effort, and steadfast resolve to be an actively inclusive organisation.

Contact Information: If you have any questions or concerns about this policy, please email the centre manager at admin@newroadpsychotherapy.com.

Review and Revision: This policy will be reviewed annually and updated as necessary to ensure it remains relevant and effective.

Effective Date: 4 June 2024