



Bamboo Grove  
Training Centre  
for continuous growth

## Complaints Procedure Policy

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## **Introduction and General Principles**

Bamboo Grove Training Centre (BGTC) aims to provide a service of the highest standard to everyone within our community, but we realise that sometimes things go wrong, and people may want to make a complaint. The purpose of this complaints policy and procedure is to provide a framework to assist any individual who is not satisfied with the services of the BGTC and wishes to make a complaint. Our aim in this policy and procedure is to provide an open and transparent process which is easy to understand, fair and respects difference. We include timeframes and aim to respect confidentiality as far as possible. We will act with integrity, honesty and will listen and learn.

Anonymous or malicious complaints will not normally be investigated.

All practitioners and trainee practitioners are expected to adhere to the professional standards laid out in the BGTC Policies and the BACP Ethical Framework. Complaints made against qualified practitioners should be made to the organisation they are a member or accredited to:

UKCP <https://www.psychotherapy.org.uk/registers-standards/complaints/>

UKATA <https://www.uktransactionalanalysis.co.uk/contact/complaints>

BACP <https://www.bacp.co.uk/about-us/protecting-the-public/professional-conduct/>

(Please see relevant organisation websites for complaints procedure if not listed above).

Trainee practitioners currently in training with the BGTC will fall under this policy and procedure.

## **About this policy**

If you are a member of the public who wishes to register a concern or complaint about an BGTC Qualified Practitioner, please see section A.

If you are a member of the public who wishes to register a concern or a complaint about an BGTC Trainee Practitioner, please see section B.

If you are unsure how to proceed you may contact our administration office at [maria.bgtc@gmail.com](mailto:maria.bgtc@gmail.com) or call 07444612011 for further guidance.

## **Section A: Complaints against Qualified Practitioners**

The BGTC Ethics Committee is responsible for dealing with concerns or complaints relating to our qualified practitioners in the first instance.

BGTC can deal with complaints against qualified practitioners on an informal basis only. Anyone who is clear they wish to make a formal complaint should approach the appropriate regulatory body the practitioner is registered or accredited with e.g UKCP, UKATA, BACP etc and follow their complaints procedure (see links on previous page).

If the BGTC Ethics Committee receives a complaint with allegations of gross negligence or professional misconduct, they may wish to take action and will assist in helping the process move forward through the appropriate channels.

### **Initiating a Complaint**

We recognise that many difficulties arise through miscommunication, and conflict can quickly escalate. The first stage, wherever possible, is for an individual experiencing a difficulty to speak directly to the person concerned.

If the matter is not resolved through direct communication, or where this is too difficult or challenging for the complainant the next step is to contact the BGTC Complaints Officer:

Maria Bajkowski

07444612011

maria.bgtc@gmail.com

The complainant will receive a response from the Complaints Officer within two weeks and will be offered the opportunity to explain the details of their complaint in a confidential setting via telephone.

3. Following this if the complainant decides that they would like to make a complaint that they would like BGTC to investigate internally, a record will be made of when the issue arose and how the matter was addressed. This record and all correspondence and written material regarding this process will be dealt with confidentially and within GDPR regulations.

## Next Steps

At this point, if the complainant agrees, the practitioner who is being complained against may be advised of the complaint and be sent a copy of all documentation as well as a copy of this policy and procedure.

The practitioner is invited to respond to the Ethics Committee in writing, within two weeks. Should the practitioner decline to give their account, the procedure will move on regardless.

The complainant then has an opportunity to consider the response of the practitioner and to discuss this with a member of the Ethics Committee. This may be sufficient to allow for direct communication to take place between the complainant and practitioner to decide together how to achieve completion.

If resolution has not been possible, both parties, with the Ethics Committee member may suggest alternative solutions.

## Mediation

If mediation is an acceptable way forward for both parties, a meeting is arranged at a mutually agreed time and location. This is an opportunity for dialogue, response and restoration of relationship.

The intention of mediation is to repair the harm done to the relationship and to move forward.

The mediator will only be appointed with the agreement of both parties and will be a member of the Ethics Committee. The member's impartiality will be regarded as paramount.

If the mediation procedure does not lead to a mutually agreed outcome, both parties will be offered options on how to move forward. One option is to consider if another meeting might bring about satisfactory resolution. Another option is for a complaint to become formal through the mechanisms of the regulatory bodies referred to above.

## External Complaint

If the above process has been followed and no satisfactory outcome been achieved, the complainant should be advised to contact the regulatory body the practitioner is registered or accredited with and follow their complaints procedures. The Ethics Committee can offer guidance on how to initiate this process.

## Appeals

In the case of complaints undertaken through formal processes of the regulatory bodies UKATA, UKCP, BACP etc, any appeal against the outcome or process will be dealt with through those same bodies accordingly.

The Ethics Committee of ECPT is entrusted with the process of dealing with informal complaints as stated above. After the complaints procedure has been completed, the parties involved will be invited to give feedback on the process.

## Section B: Complaints against any trainee practitioners

The BGTC Directors are responsible for dealing with all concerns and complaints from members of the public about any ECPT trainee practitioner. The Directors may be contacted via the admin office by telephone or emailing maria.bgtc@gmail.com.

## The Process

Following initial discussion, a written account will be taken and the trainee will be contacted. A director from BGTC will discuss the complaint with the trainee and ask them for a written response.

The director will contact the trainee's supervisor to ask for their input.

The director will consider the next steps. This may involve conditions on the trainees practice such as extra supervision.

The Director will inform the complainant of the outcome of this initial investigation within 4 weeks.

*The Director may consult with the Ethics Committee or their BGTC supervisor for advice or additional perspective.*

The Director may hand the complaint over to the Ethics Committee if:

The trainee requests an independent investigation

The complainant requests a more formal investigation

**Please note, If the matter is considered to be a serious breach of ethics the trainee may be asked to leave training without any refunds.**

**Appendix 1**

To make a complaint please complete this form and submit to [maria.bgtc@gmail.com](mailto:maria.bgtc@gmail.com)

<b>BGTC Complaint Form</b>	
<b>1. Complaint Date:</b>	<b>Complaint Made By:</b>
<b>Complaint Details:</b>	
<b>Signed:</b>	
<b>Action taken by BGTC:</b>	
<b>Signed:</b>	<b>Date:</b>