

# UKCP complaints policy and procedure

UK Council for Psychotherapy (UKCP) aims to provide high quality service in all areas of our work and to champion our organisational values. By listening to members, customers and stakeholders we continually strive to make improvements by responding positively to complaints and learning from mistakes. We therefore welcome your feedback on the service that we provide. To ensure that we are dealing with complaints effectively, we have adopted the procedure outlined below.

Often, a phone call to the person you have been dealing with will allow UKCP to put things right quickly. If you are still dissatisfied, you may wish to speak to their manager or someone more senior. Any member of UKCP staff will be happy to provide you with contact details for the correct person, or to take details from you and arrange for them to call you at a convenient time.

If you are still dissatisfied with the outcome of trying to resolve the matter through the informal process noted above or would prefer someone else to deal with the issue, then you may want to make a formal complaint by following the procedure below.

## 1. Who can make a complaint?

Any person who receives a service from us, this could include any external organisation we work with or anyone who is impacted by the service we deliver can make a complaint.

## 2. Complaints not covered by this policy

There are some matters that cannot be reviewed as a complaint under this policy, these include:

- Any decisions made under the Complaints and Conduct Process ([link to process](#))
- Any matters which are subject to a legal challenge or ongoing legal action
- Any complaints about UKCP trustees, officers or volunteers (which are considered under a different procedure – contact [governance@ukcp.org.uk](mailto:governance@ukcp.org.uk) for information)
- Any attempt to have a previous complaint decision overturned, or where it is reasonable to assume the complaint has a vexatious or malicious intent.

## 3. How should complaints be made?

Download the form from our website at [www.psychotherapy.org.uk/ukcp-members/complaints/make-a-complaint-about-ukcp/](http://www.psychotherapy.org.uk/ukcp-members/complaints/make-a-complaint-about-ukcp/). UKCP can make reasonable adjustments if there is a need to assist with raising a complaint.

Please provide as much information as possible, including:

- who you dealt with
- what went wrong

- when it happened
- whether you have already attempted to resolve the problem with the person concerned or their manager.

Once you have completed the form, please send by email to [HR@ukcp.org.uk](mailto:HR@ukcp.org.uk).

## 4. Response times

Your email will normally be acknowledged within three working days of receipt and a full reply will normally be sent within 15 working days of receipt.

At all stages we will keep you informed as to what is happening with your complaint. If, for whatever reason, it is not possible to deal with your complaint within the published timescale then we will inform you of this and provide a reason.

We are committed to:

- looking thoroughly into your complaint
- making sure the right person looks into your complaint – an independent person with authority
- dealing with your complaint confidentially
- trying to resolve your complaint and give you a full response within 15 working days (although a longer period may be necessary depending on the nature and complexity of the complaint)
- treating you fairly and with respect.

## 5. Putting things right

If things have gone wrong, we will:

- explain what went wrong
- apologise and tell you what we are doing to put things right
- consider whether we need to change an existing process, or provide additional staff training, in order to ensure that the same problem does not happen in the future
- tell you what you can do if you are not satisfied with the outcome of a complaint against UKCP.

## 6. Monitoring and Review

The senior management team is responsible for monitoring compliance with this policy. The policy will be regularly reviewed, at least every five years, or more frequently in light of experience.