

# **MANCHESTER INSTITUTE FOR PSYCHOTHERAPY**

## **COMPLAINTS PROCEDURE**

We realise that sometimes things go wrong and people who use our services may want to make a complaint. This document tells you how the procedures work so that the person making the complaint gets a response within a reasonable time. It also helps us to make sure that our procedures and practices are of the highest standards possible within the resources available.

### **The complaints procedure is intended to:**

- be publicised
- be easy to understand and use
- be speedy, with established time limits for action
- respect confidentiality as far as possible
- be impartial and objective
- be responsive, enabling redress as appropriate
- provide support and feedback
- stimulate the improvement of services

### **Definition of “Member”**

- *Anyone who is employed by the Manchester Institute For Psychotherapy*
- *Trainees*
- *Graduates or previous trainers*
- *Practitioners renting rooms*

### **Process:**

1. All members, students, clients and visitors have a responsibility to take informal or formal action to stop any form of harassment or bullying or any other matter of concern which is brought to their attention.
2. It is recognised that in some circumstances it may not be possible to proceed on such an informal basis. A record of such incidents and steps should be kept to assist if further formal action is required. If an informal approach is found to be inadequate, a complaint may be made to the Chair of the Quality and Ethics Committee.
3. All complaints will be investigated by the Quality and Ethics Committee. Complainants have the right to speak to someone of the same sex if this is their choice. Where an individual is subject to investigation, care will be taken to ensure that the investigation does not cause unnecessary distress to either party.

4. The member complained about must have been a member of MIP at the time of the alleged breach of the Code of Ethics and/or the Professional Practice Guidelines.
5. All complaints will be examined against the Code of Ethics laid down by MIP. This is in line with UKCP Codes of Ethics and Professional Practice Guidelines, in order to give an opinion as to whether there has been a breach of ethics. See UKCP website complaints policy at: <https://www.psychotherapy.org.uk/ukcp-members/complaints/make-a-complaint/>
6. All complaints will be examined against the MIP Code of Ethics and Professional Practice (which reflects the UKCP Code of Ethics and Professional Practice Guidelines) in order to determine whether there has been a breach of ethics. If the complaint is made about a professional member who is a UKCP registrant, then the complaint may be taken to the UKCP if the following criteria are met:
  - (a) The Registrant is still on the register at the time the complaint is lodged with UKCP; and
  - (b) Was a Registrant at the time the complained of behaviour occurred; and
  - (c) The therapy or practice which is the basis of the complaint was located in the UK, or if not, the current insurance provision is from the UK (see link to UKCP website)
7. The complaint should be made as near as possible to the time of origin. Complaints concerning events that occurred more than three years prior to the first contact with MIP's Quality and Ethics Committee will not normally be heard.
8. In the event of disciplinary procedures being invoked, any person involved must be told what is happening and informed of their rights.
9. If the investigation upholds the complaint, prompt action designed to stop unwanted behaviours and to prevent their recurrence will be taken immediately.
10. All parties will be protected from intimidation, victimization or discrimination for filing a complaint or assisting in an investigation. Retaliation against a person for complaining will be treated as a disciplinary offence.
11. All parties involved will be kept fully informed of any actions taken by MIP, this includes any disciplinary action if the complaint is upheld.
12. MIP will not assume responsibility for any expenses incurred by either party involved in a complaint
13. MIP may seek legal advice concerning a complaint.
14. A copy of the Equality policy can be obtained from the MIP website.

### **Informal Procedure:**

An informal complaint may be resolved by the parties meeting to discuss a resolution, or:

1. MIP will convene a mediation meeting between both parties.
2. All parties must agree to attend.
3. Two members of MIP's Quality and Ethics Committee will also be in attendance; one to mediate and one to observe the process.
4. The Mediation Process (see Appendix of the Complaints Procedure) will be followed.
5. This meeting will take place within one month of MIP receiving the complaint.

### **Formal Procedure:**

1. A formal complaint will be put in writing for the attention of the Chair of the Quality and Ethics Committee.
2. Application to withdraw the complaint may be made at any point. However, the Chair may be required to follow due process; this will be dependent on the nature of the complaint.
3. If the complaint is deemed to be outside the remit of the Quality & Ethics committee, all parties will be informed in writing within two weeks.
4. The Quality and Ethics committee will decide if there is a case to answer and will respond accordingly within two weeks of receipt.

### **If the Complaint Is Upheld:**

Upon receipt of a formal complaint, and agreement that the complaint is valid, the Quality & Ethics Committee will employ an Investigator who will:

1. Contact the parties involved.
2. Collect all relevant data.
3. Share the data with the Quality & Ethics Committee.
4. The person must agree to abide by the findings stipulated by the Quality & Ethics Committee. Evidence of compliance must be provided, in writing, within the specified time frame issued.
5. Recommendations/stipulations may be given that the complainee undertakes further supervision/therapy and training, of which the Quality and Ethics committee will be kept informed.
6. Non-compliance with the above may result in a formal warning.

7. Any formal warning given will remain on file for a minimum of 12 months and may lead to their membership of MIP being revoked, or their services terminated.

### **Appeals Procedure:**

1. If any party is dissatisfied with the response, they should inform the Chair of the Quality and Ethics Committee.
2. Appeals will only be granted if the party making the application to appeal is able to demonstrate new evidence to support the appeal. The Quality and Ethics Committee will decide if there are adequate grounds for granting the appeal, in which case an external moderator will be appointed to make a decision.
3. If all processes are exhausted at the OM level, and the matter is not resolved, then an appeal can be made to the College (HIPC).
4. All parties must abide by this decision which will be final.

### **APPENDIX to Complaints Policy**

#### **Mediation Process**

The purpose of mediation is to facilitate a satisfactory resolution.

Present in the meeting will be the Chair who will facilitate the MIP mediation process, and a process observer.

Participants are requested to respectfully agree to the following guidelines:

1. The content of the meeting is confidential.
2. Come from “I’m Okay, You’re Ok” position.
3. Own your own experience and material.
4. Direct your responses to the chair only.
5. You may only raise the issue that is the basis of the complaint.
6. The participants are asked not to speak directly to each other until the complaint is resolved.
7. Each party will explain what their complaint is and what they want for resolution of the compliant.

8. The complainant will be asked how they will meet the request, and what they want from the process.
9. It is hoped through this process that a positive and mutual resolution can be made.

*This policy will be reviewed every 18 months and updated a minimum of every 36 months.*

*Reviewed & Revised January 2021*

