

## Hallam Institute of Psychotherapy

### COMPLAINTS

**HIP has adopted the Code of Ethics of the United Kingdom Council for Psychotherapy (UKCP) as applying to all accredited members.**

#### **Complaints Convenor**

The HIP Chair of Ethics will be the Complaints Convenor for the Institute. The Complaints Convenor will if necessary, consult with another member of the HIP committee as to the correct action to follow. This role may fall within the role description of the holder of another position on the HIP committee, or may be independent and appointed by the committee.

#### **PROCEDURE**

The Complaints Convenor will receive all complaints and process them according to the following:

##### **1. Complaints against accredited members.**

- a. Where the member concerned is registered with UKCP the complainant will be advised that HIP cannot process the complaint and that UKCP would be the body responsible.
- b. Where the member concerned is registered with another psychotherapy registration body (e.g. The British Psychoanalytic Council) the complainant will be advised that HIP cannot process the complaint and that that organisation would be the body responsible.
- c. Where the member concerned has no other professional registration HIP will follow an adapted version of the UKCP complaints process, with the UKCP Ethical Code as the basis for considering the complaint.

The complaints convenor will, within 10 days, in conjunction with another HIP office holder, convene a formal discussion as to the merits of the complaint, particularly whether it, *prima facie*, suggests that there has been a breach of the UKCP Code of Ethics – as held by HIP.

If it is agreed that the complaint appears to meet this test the Complaints Convenor will write to the complainant and a procedure followed that, as close as possible, mirrors that of UKCP.

*Note: the existence of a complaint will not affect a member's re-accreditation with HIP unless the substance of the complaint gives sufficient cause for concern that the member's current fitness to practice is in doubt.*

##### **2. Complaints against General and Retired Members.**

- a. If the member is a practising psychotherapist the complainant will be informed that HIP cannot process the complaint and will be asked to direct their complaint to the member's registration body.

