



Foundation for Emotional Therapeutic Counselling

Client Complaint and Appeals Procedure

POLICY STATEMENT

The Foundation of Emotional Therapeutic Counselling (FETC) and our members recognise the importance of a complaints procedures and see complaints as a valuable form of feedback about its services. FETC and our members are committed to using the information received to help drive forward improvements.

This procedure outlines the aims of dealing with complaints and sets out what you as the client can expect when making a complaint regarding a service received.

A complaint is a way of letting your counsellor know that you are not happy with a particular service received. A complaint may be about delay, lack of response, discourtesy, failure in communication or about the standard of service you have received.

So please let them know if:

You think they have done something wrong.

They have not done something that they said they would do.

You are not satisfied with a particular service or set of services that they provide.

ANONYMOUS COMPLAINTS

We understand that it might be difficult for you to complain because you are worried that your complaint could result in a poorer service. Please be assured that we treat all complaints in the strictest confidence, and that it is your right to complain. All complaints must be regarded as confidential and discussed only with those parties involved. If you do not provide us with a contact name or address, it will not be possible for the counsellor or FETC to get back to you with the outcome of the investigation.

PROCEDURE

There is an informal and formal procedure available. The formal procedure is only to be followed if the informal procedure has failed or is inappropriate for the circumstances. All appeals must be via the formal procedures of FETC.

Every attempt will be made to resolve disputes as near as possible to the point of origin. The counsellor and FETC will maintain a record of all complaints for inspection for a minimum of 18 months and make these available on request to the National Counselling Society and Professional Standards Authority.

Our members complaints policy is to:

- Fulfil the counsellor's role to protect members of the public.
- Maintain public confidence in the profession of Emotional Therapeutic Counselling.
- Uphold the standards and conduct expected of counsellors and clients.

Direct Informal Procedure with the practitioner / Organisation.

- Where a client wishes to make a complaint against a specific counsellor or FETC representative the client should first attempt to resolve the matter by a direct approach to the member directly, within 48 hours of the incident occurring. If this is successful and a resolution is reached, the complaint should be documented on the below form [Appendix 1]
- If, after any action to resolve the dispute, the matter is not satisfactorily resolved, the complainant may use the formal procedure.
- If the nature of the complaint is results in any loss, damage, injury, or accident resulting in, or likely to result in, a claim you must follow the insurance guidelines as set out in [Appendix 2]

Formal Complaint and Appeals Procedure with the FETC

Once the informal procedure has been exhausted, or if it is inappropriate to the circumstances, the formal procedure is to be followed. Once the client has contacted the FETC with the complaint details the following procedure will be followed -

- Acknowledgement of receipt within 1 week
- Gathering and review of information from the complainant in 3 weeks
- Gathering and review of the information from the member in 3 weeks
- Overall review of complaint, and decision regarding next steps in 2 weeks
- If pursuing informal resolution that can take up to 2 weeks
- Review by Assessment Panel in 6 weeks
- Appeal by complainant following Assessment Panel in 4 weeks

NCS Complaint Procedure

Once the formal complaints AND appeals procedure have been exhausted without satisfaction, you can put in a further final complaint to the NCS by following the NCS complaints procedure.

Outcomes of the Complaint Procedure

Some of the outcomes may be:

- A written apology from the counsellor, business or organisation.
- The team member maybe subject to a condition or work.
- Re-training/ Re-assessments.
- Admonish.
- Suspend from their role.
- Removal from their role.
- Removal from the FETC.
- Report to other organisations such as NCS.
- Report to legal/ local authorization.

If you find it difficult to make your complaint in writing, please let us know and we will help you.

Our contact details:

FETC Registered office:

Suite 197
60 Water Lane
Wilmslow
Cheshire
SK9 5AJ

Appendix 1

Record of Complaint

Name of Individual making the complaint:

Location:

Date:

Nature of complaint

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Resolution Agreed:

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Signed Complainant: _____ Date: ____/____/____

Signed by Practitioner _____ Date: ____/____/____

AETC Referral of Complaint to AETC Trustees

Date of referral:.....

AETC Team Member's Name:

Nature of complaint:

Date Referred to AETC :.....

Actions agreed:

Signed Complainant _____ **Date:** ____/____/____

Signed AETC Trustee _____ **Date:** ____/____/____

Policy Review May 2021
Name
Position

Date
Signature

Appendix 2

Insurance Guidelines

In the event of any loss, damage, injury or accident resulting in, or likely to result in, a claim you must

- a) give immediate notice to your insurance company as soon as reasonably possible and give them any assistance they may reasonably require
- b) immediately send to them any writ or summons issued against you
- c) supply at your own expense full details of the claim in writing including any supporting evidence and information that they require as soon as possible (30 days max) or within a period specified at the time of notification of the event, damage, interruption or bodily injury
- d) take action to minimise the damage and to avoid interruption or interference with the business and to prevent further injury or damage.

Your insurance company will guide you on what you need to do next.

If you are insured by BAF's insurance partner Balens you can contact them :

By email to [claims@ balens.co.uk](mailto:claims@balens.co.uk)

By telephone: Claims Direct Dial 01684 580793;

Main office: 01684 893006.

Claims out of hours: 07918941497

By post to Claims Dept, Balens Ltd, Bridge House, Portland Road, Malvern, WR14 2TA

By Fax: 01684 891361.