

Organisational complaints

1. Introduction

These procedures are designed to address concerns or complaints from the public about the organisation of the Forum for Independent Psychotherapists (“FiP”), its officers and employees.

N.B. Members with this type of complaint should follow FiP’s Grievance Procedure.

FiP aims to ensure that concerns and complaints are properly and appropriately addressed as effectively and efficiently as possible. We are also keen to learn from concerns and complaints that have been raised in order to make our organisation more helpful and accessible.

NB. Specific and separate processes operate in respect of complaints regarding members’ therapeutic or supervisory practice and in respect of appeals against application decisions. Details of these are accessible under the heading ‘Complaints’ on FiP’s website.

2. Informal process

A complainant may wish to pursue an informal process for addressing their concerns before instigating a formal complaint. Informal resolution can be sought by contacting FiP’s administrator either by telephone, email or post (see below). The administrator will take brief details of the issue in order to arrange for an appropriate officer of FiP to contact the complainant to discuss the concern.

The aim will be for a senior member of FiP to contact the complainant informally to hear their concerns within 14 days of receiving notification of the problem. It will be helpful if the complainant is able to provide telephone and/or email contact details to facilitate a speedy response.

A complainant who does not wish to pursue an informal resolution should follow the formal process set out below.

3. Formal process

3.1 Making a complaint

You should write to the chair of FiP’s ethics sub-committee entitling your letter ‘Organisational Complaint’. The letter should be sent care of FiP’s administrator either to our registered office or via email. The address details are as follows:

email: administrator@fip.org.uk,
or by post to
Chair of FiP’s ethics sub-committee
c/o FiP Administrator, 66 Smirrells Road, Hall Green, Birmingham B28 0LB.
Telephone: 07984 348318

The letter should set out the basis of the complaint in reasonable detail and, where possible, should indicate the outcome that is being sought. It is helpful if you can provide telephone and/or email details so that you can be contacted for any clarification required in order to process your complaint.

The complaint letter will be acknowledged within 7 days of receipt.

3.2 Investigation

The chair of FiP's ethics sub-committee will make an initial assessment of the complaint prior to appointing a suitable investigator from within the ethics sub-committee to undertake the necessary investigation.

The chair of the ethics sub-committee will consider any potential for conflicts of interest arising at this or subsequent stages in the process.

The independent investigator will gather evidence and seek a clear understanding of the circumstances of the complaint through discussions with relevant parties including the complainant.

The aim will be to complete the investigation within 21 days of the complaint being acknowledged.

3.3 Review Panel

Concerns or complaints about FiP, its officers and employees, are the responsibility of the board. Initial investigations are managed by the chair of FiP's ethics sub-committee who will then alert the board of the need to establish a review panel to assess the complaint.

- a. Two senior FiP members not directly linked to the complaint will be appointed by the board to form a review panel.
- b. The panel members will liaise with the investigator who will brief them on findings to date.
- c. The complainant will be given a timescale for the review panel. The aim is to hold the panel within 35 days of receiving the complaint. Where possible the panel members will meet with the complainant, in person or online. If this is impossible the review may be conducted via written exchanges.
- d. Within 14 days of sitting the review panel will produce a report setting out their conclusions and recommendations for organisational change or redress to the complainant.
- e. When complete the report, including any recommendations, will be sent to the chair of the ethics sub-committee.

3.4 Executive summary and board presentation

- a. The chair of the ethics sub-committee will present a summary to the FiP board of the outcome and recommendations in the report (but not at this stage the detail of the evidence considered in order to preserve the independence of members of the board who may be involved in any appeal)
- b. The board will consider the conclusions and recommendations. If they require any further investigations they will request the investigator and panel undertake them otherwise they will sign off on the report.
- c. The chair of the ethics sub-committee will write to the complainant with a summary of the outcome and recommendations and will also communicate internally with regard to any organisational changes or improvements required.

The aim is to complete the complaints process within 60 days of receiving the complaint – precise timings will however be subject to an available board meeting.

3.4 Appeal

If the complainant is dissatisfied with the outcome of the complaints process the complainant may seek to appeal against the conclusion and recommendations. The appeal should be in writing and addressed to the Chair of FiP care of FiP's administrator (at the address/email above).

An appeal must be made within 4 weeks of notification of the complaint outcome. Receipt of an appeal will be acknowledged within 7 days.

Appeals will only be accepted if the complainant can show that proper procedure has not been followed or that there is new information to support their complaint.

FiP's chair will review the detailed investigation and panel reports and seek any clarification required. Before considering an appeal decision the Chair of FiP will consider whether any external advice or adjudication is necessary due to issues of complexity or potential conflicts of interest.

The outcome of this appeal is final as regards FiP's complaints process.

The aim is to complete an appeal review and respond to the appellant within 28 days. If this is not going to be possible, for example if external expertise needs to be consulted, the chair will communicate the delay to the appellant.

If at the end of FiP's appeal process, the organisation has failed to address the complainant's concerns, they can raise a complaint with UKCP by completing the relevant UKCP form 'Reporting a complaint about an organisational member of UKCP'.

Complaints procedure flowchart

