

## BRITISH ASSOCIATION FOR COUNSELLING AND PSYCHOTHERAPY

### External Complaints Process

BACP follow a simple process for each of their three categories of customer complaint.

1. Complaint against a BACP member
2. Complaint about a member of staff
3. Complaint about customer service

(Internal complaints follow BACP's Policies and Procedures for Staff)

### Service Standards

It is BACP's aim to supply people with a depth and breadth of information and knowledge about counselling and psychotherapy to enable a move towards an emotionally healthy society.

BACP staff are continually trained to deliver a high value of customer service in order to create a professional and positive customer experience. When you contact BACP, we are committed to:

- Being courteous and professional at all times
- Providing as much information and where possible immediate advice
- Observing privacy and confidentiality in all matters
- Monitoring and evaluating our performance
- Providing a high quality service at all times
- We are also committed to ensuring accessibility for all and are responsive to a diverse range of needs.

Complaints are investigated thoroughly according to the department's service level agreement (SLA). These can be obtained by request for each individual department.

BACP currently deals with complaints received in the following way:

1. Complaints against Members of BACP  
Complaints should be referred directly to the Professional Conduct Team and are dealt with under the Professional Conduct Procedure. This procedure can be found at the BACP website via the following link:  
[http://www.bacp.co.uk/prof\\_conduct/making\\_complaint.php](http://www.bacp.co.uk/prof_conduct/making_complaint.php)
2. Complaints about a Member of Staff

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| 1. | Complaints of this nature should be made in writing.   |
| 2. | Complaints will be sent to the Line Manager in the first instance to evaluate  |
| 3. | If the complaint is about the Line Manager, the complaint will be forwarded to the relevant Senior Manager to evaluate   |
| 4. | The complaint will be acknowledged at this stage stating what will happen in accordance with the SLA for the department  |
| 5. | The relevant Manager will then investigate the complaint and make a response to the complainant whilst taking any necessary internal action.   |
| 6. | Should any complainant be dissatisfied with the response to their complaint, they should write to the CEO who will undertake an independent review. The CEO will make his decision which will be communicated in writing within a stated time frame. <b>This decision will be considered final.</b><br>The CEO may delegate authority in his absence or unavailability for other reasons to a Director of BACP to act on his behalf. Under these circumstances, the decision will be considered final. |

### 3. Complaints about Customer Service

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| 1. | BACP can be contacted at:<br>British Association for Counselling and Psychotherapy<br>BACP House<br>15 St John's Business Park<br>Lutterworth<br>Leicestershire<br>LE17 4HB<br><br>Telephone No: 01455 883300<br>Fax No: 01455 550243<br>Email: <a href="mailto:enquiries@bacp.co.uk">enquiries@bacp.co.uk</a><br>Minicom: 01455 550307<br>Website: <a href="http://www.bacp.co.uk/crs/complaints.php">http://www.bacp.co.uk/crs/complaints.php</a>                             |
| 2. | Complaints received will be sent to the Line Manager in the first instance to evaluate  |
| 3. | If the complaint is about service provided by the Line Manager, the complaint will be forwarded to the relevant Senior Manager to evaluate  |
| 4. | The complaint will be acknowledged at this stage stating what will happen along with the SLA for the department   |
| 5. | The relevant Manager will then investigate the complaint and make a response to the complainant whilst taking any necessary internal action.  |
| 6. | Should any complainant be dissatisfied with the response to their complaint, they should write to the CEO who will undertake an independent review.<br><b>The CEO's decision will be communicated in writing within a stated time frame and this decision will be final.</b><br>The CEO may delegate authority in his absence or unavailability for other reasons to a Director of BACP to act on his behalf. Under these circumstances, the decision will be considered final. |