

Timescales for processing complaints under the Professional Conduct Procedure.

The timescales proposed below set out the optimum deadlines for processing a complaint. However, in situations which are beyond BACP's control, or where the volume or complexity of paperwork/issues involved, make it such that the timescales cannot be met, or will be delayed, then the BACP will endeavour to give the parties as much notice as possible and provide an estimate of the new timescales.

These timescales should be read in conjunction with the document entitled "what happens when I submit a complaint".

Professional Conduct Procedure

Activity	Timescale
Reviewing the initial complaint to see if it meets the requirements of the Professional Conduct Procedure	Up to 12 Weeks from the date of receipt of the complaint <i>(if the complaint has to be returned to the Complainant for reformulating, the timescale will commence from the date that the resubmitted complaint is received)</i>
Reviewing additional information for a complaint that has already been submitted.	Up to 4 weeks from the date of receipt of the additional information
Sending the complaint to the Pre-Hearing Assessment Panel (PHAP) for consideration	12 weeks from the date on which the parties are notified that the complaint will be processed under the Professional Conduct Procedure
Reconvening PHAP to consider additional information requested by the Panel – if applicable	Up to 12 weeks from the date of receipt of all of the additional information
Adjudication Hearing	Within 6-9 months from the date that the complaint is accepted by the PHAP (please note that this is dependent upon the availability of both parties and their respective support persons)