



MODEL PRESENTATION OF A COMPLAINT

The mock complaint presented below is intended as guidance on how to present a complaint and is for illustration purposes only. It should be borne in mind that complaints submitted to BACP are governed by the BACP Professional Conduct Procedure.

The Ethical Framework for Good Practice in Counselling and Psychotherapy (EFGPCP) outlines the standard of good practice to which a member is expected to adhere, effective from 1 April 2002 and the Ethical Framework for the Counselling Professions (EFCP) outlines the standard of good practice to which a member is expected to adhere effective from 1 July 2016. In making your complaint about the professional conduct of the Member/Registrant, you should describe the conduct and behaviour which you believe contravened the EFCP and/or the EFGPCP.

EXAMPLE

I wish to make a complaint against John Counsellor of 82 Any Road, Any Town, Anyshire JC1 T77, who is a current Member/Registrant of BACP. I believe that John Counsellor has acted unprofessionally and breached the Ethical Framework for Good Practice in Counselling and Psychotherapy (EFGPCP). I began to receive counselling from Mr Counsellor in April 2014. I thought the counselling was going well until I saw an article about me in a local newspaper dated 17 August 2014, which I felt betrayed my trust with the counsellor. Following this there was a lot of hurt but we managed to work through it and I continued to see the counsellor. I felt progress was being made in the following year and I was also thinking of becoming a counsellor, which John encouraged. Upon the recommendation of my counsellor, I enrolled as a student counsellor with Any College for Counselling Studies based in Any City, in September 2015. John Counsellor was a tutor on my course.

I had been on the course until January 2016 when in a training session he used an episode from his work with me as a client, to illustrate a point to the students. He did not respect my confidentiality. This led to problems as I was still seeing John as a private client. I raised the issue of what happened in class with him in my private session. He got angry and said I was oversensitive and that he was finished with counselling me. I have tried to contact him by phone to discuss my concerns but he would not talk to me. I thought of trying to sort the problem at the college but they have no complaints procedure in place.

Signature:

Date:

This complaint is fictitious. However, if it were a real complaint, it would be useful if it were supported by evidence; for example, if the newspaper article published on 17 August was attached to the complaint as an Appendix. Similarly, witness statements from classmates and a copy of the counselling contract could provide evidence in support of the complaint. Other evidence could consist of some form of written confirmation that he was also a tutor on the course.

Tips on How to Present your Complaint

- 1. The information submitted should be numbered at the bottom of the page;**
- 2. Information should be on one side of the page only;**
- 3. The complaint submission should not be submitted on coloured paper;**
- 4. Colour should not be used either for highlighting or referencing;**
- 5. Preferably the submission should be type written;**
- 6. If hand written notes are to be submitted, ideally they should be accompanied by a type written copy;**
- 7. If audio material is being submitted, a written transcript should be supplied;**
- 8. If published material is being submitted as an appendix, ideally six copies should be provided;**
- 9. BACP has also developed a Complaints Form which may be of assistance in presenting a complaint. It is available in electronic and manual format, the latter of which is included in the Complaints pack. The electronic version can be accessed at; http://www.bacpregister.org.uk/public/prof_conduct , under “Downloadable documents”;**

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