# Your Details

Title (Mr/Mrs/Ms/Dr etc):

Name:

Address:

Email:

Telephone:

If you would like us to make any reasonable adjustments when contacting you (e.g. documents in large print, translation services, a preference for contact by telephone etc.) please detail these below:

This private information will be stored separately from the rest of this form and won’t be passed on to any other party.

We’ll only use these details to contact you about your complaint case.

**Complaint Form**

Use this form to complain about the conduct of a BACP member.

Your name:

|  |
| --- |
|  |

The name of the BACP member you are complaining about:

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|  |

Help us identify the correct BACP member by giving us more details about them, such as their registration number, address, email or telephone number:

|  |
| --- |
|  |

So that we can assess your complaint under our professional conduct procedures, please let us know which of the following categories you consider you belong to by ticking the relevant box:

|  |  |
| --- | --- |
| I’m a member of the public who has sought or received a service from a BACP member. |  |
| I’m a person making a complaint on behalf of another person, who has sought or received a service from a BACP member, with their written permission, because that person is unable to make the complaint themselves. | If you’ve ticked this box, please include with this form:   * Written permission from the person you’re making this complaint on behalf of, giving you permission to make this complaint on their behalf. * An explanation of why this person is unable to make the complaint themselves. |
| I’m the legal guardian or appropriately authorised adult of a minor or an adult lacking legal capacity for services they have sought or received from a BACP member. | If you’ve ticked this box, please include with this form:   * Documentary evidence that the person you are complaining on behalf of is a minor or lacks legal capacity. |

|  |  |
| --- | --- |
| My complaint fits into one or more of the following scenarios not covered above:   * I’m not complaining about a therapeutic service. * I do not consider I fit into any of the above categories. * I want you to consider the information I give you under the Article 12.6 procedure. | If you’ve ticked this box, your complaint may need to be considered under our Article 12.6 Procedure.  Find out more about our Article 12.6 procedure on our website, or call us for more details. |

What were the start and end dates of the therapeutic relationship? Include the approximate dates of individual counselling sessions where appropriate, including the month and year. Please be as accurate and detailed as you can:

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When did the alleged professional misconduct occur? If the conduct you are seeking to complain about took place more than three years ago, please let us know the date that you became aware that you may have a complaint, and how you became aware of this together with a written explanation detailing why the complaint is being submitted after three years. Your complaint will need to be assessed to consider whether it’s been submitted in a reasonable time:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Explain your professional relationship with the BACP member you’re complaining about. For example, did you, or the person who you’re complaining on behalf of, receive a therapeutic service from them?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Explain the nature of your complaint. Include specific dates where possible. Continue on separate numbered sheets if you need to.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Have you made any attempts to resolve your complaint with the BACP member?

|  |  |
| --- | --- |
| Yes | □  Use the box below to tell us more about what attempts you have made. |
| No | □  Use the box below to tell us why you have not felt able to attempt to resolve the complaint. |

Provide further details here:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Supporting evidence or documents**

Do you have any evidence or documents that support your complaint? Supporting documents might be emails, your counselling contract, or letters, for example.

Yes, I’ve included all relevant documents with this complaints form.

No, I don’t have any documents to enclose.

We may give less weight to emails or documents which have been cut and pasted or annotated, or where the author of a statement can’t be identified.

* Send us original documents if possible
* Don’t include hyperlinks
* Provide a written transcript of any audio recording. Please don’t submit CDs or USB sticks
* Make sure you have permission, where relevant, to send us any documentary evidence.

Have you made a complaint to another professional body or organisation regarding this alleged professional misconduct?

Yes □ No □

If you ticked yes above, please tell us the name of that professional body or organisation and the outcome of that complaint.

|  |  |
| --- | --- |
|  | |
| Signature (If you are sending this form by email, a typed signature is fine): | Date: |
|  |  |

I understand that a copy of this complaint form (not including the contact details sheet) and any supporting documents will be sent to the BACP member complained against and BACP’s independent complaints panel and processed under the Professional Conduct Procedure.

**Send us your completed form, together with all supporting documents to:**

[Professional\_Conduct@bacp.co.uk](mailto:Professional_Conduct@bacp.co.uk)

Or post it to us at the address below:

Professional Conduct Team

BACP

15 St. John’s Business Park

Lutterworth

LE17 4HB

BACP Fair Processing Notice

We’re committed to complying with the GDPR and the DPA 2018. We only use the information you give us for the purposes specified on this form and laid out in detail in our privacy notice. We will only hold the information for as long as we need it to carry out the task for which it was given. You have rights under current legislation to limit or prevent the processing of your data and to have access to this information. We never sell your personal information to third-parties but may need to share your details with suppliers who work on our behalf. To find out more about how we use your personal data, any third-parties we may share it with and your rights in relation to it, see our [privacy notice](https://www.bacp.co.uk/privacy-notice/).