

Timescales for processing complaints under the Professional Conduct Procedure

Stage	Action	Timescale	Owner
Complaint received by BACP	Complaint acknowledged.	3 working days	Admin Officer
Assess the complaint against the requirements of the Professional Conduct Procedure	Case Assessor/Assistant will review the information submitted by the complainant.	Within 20 working days (this may be longer if further information is requested)	Complaints Assessor
The complaint is passed to a Case Manager	The Case Manager will contact the complainant and the member to request relevant evidence.	Within 10 working days	Case Manager
Threshold test	The Case Manager will decide whether the complaint meets the threshold test, whether the matter can be resolved by a Letter of Advice or if the case should be passed to the Investigation and Assessment Committee (IAC)	Within 6 weeks	Case Manager
IAC	If an IAC hearing is required, the Case Manager will arrange and advise both parties of the date.	Scheduled within 8 weeks of when parties are notified that the case going to IAC.	Case Manager
IAC decide to dismiss the case, request further information or propose the case is resolved by consensual disposal. or	The Case Manager will take the appropriate action required.	4 weeks	Case Manager
The IAC send the case for an Adjudication Hearing	The Case Manager will arrange the hearing and advise both parties of the date	Within 3 to 6 months of the IAC decision (this may depend on the availability).	Case Manager

If you contact us, we'll get back to you as soon as we can, and always within two working days.

The timescales listed above are for guidance only. There may be occasions when we need to extend these timescales if the circumstances warrant it.