

## **COMPLAINTS PROCEDURE FOR MEMBERS / THERAPIES OF THE UKPTA**

This complaints procedure describes the process to be followed for the following:

- 1) Complaint against a practitioner of a UKPTA member therapy by a client will be handed to the UKPTA Counsel
- 2) Complaint against a practitioner by another practitioner
- 3) Complaint against a trainer by a student

In the case of 2) and 3) a written complaint is to be made to the Chair of the Member Therapy association who will promptly acknowledge receipt of complaint in writing, with a copy of the complaint sent to all the members of the association's governing body.

Within 14 days a complaints subcommittee consisting of a member of the association's governing body, a member of a training school and an independent member of the public of good standing will be formed.

### **Response**

The Chair of the subcommittee will initially obtain details in writing from the complainant. A copy of this complaint, once lodged with the Chair, along with details of the exact nature of the alleged breach of the named section(s) of the associations rules will be forwarded on to the person complained against by recorded delivery.

Agreement or rebuttal will be requested from the person complained against within 14 days.

A first meeting of the complaints subcommittee will take place within 14 days of receipt of this agreement or rebuttal.

Failure to provide an agreement or rebuttal within the timeframe may result in the complaints subcommittee meeting without input from the person complained against and is likely to prejudice their case.

At their discretion the complaints subcommittee may invite both parties to attend a hearing either separately or together.

Following the meeting(s) the complaints subcommittee will produce a record of the proceedings as well as a recommended course of action. Copies will be sent to the complainant and the person complained against and the Member Therapy's Governing Body.

The complaint will be upheld if the complaints sub committee have reached a unanimous decision.

The Chair of the complaints subcommittee will notify both parties of the outcome of the inquiry. Both parties are free to appeal to the BCMA following the complaints sub committee's report.

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## **Confidentiality**

Those persons in receipt of information from a complainant and /or taking part in the complaints procedure are required to act in a manner that does not breach confidentiality or which might prejudice or influence the outcome of the investigation. Any breach of this may result in the procedure being halted by the Chair of the complaints subcommittee, who will refer the matter to the Member Therapy's Governing Body.

Names of UKPTA members complained against are kept confidential from everybody other than the Counsel and the complaints subcommittee until such time as a recommended course of action or sanction is to be implemented. The complaints subcommittee shall have access to the Counsel of the UKPTA for advice and support.