**Reporting a complaint about an organisational member of UKCP**

About this form

Our organisational members aim to offer a high-quality service. If for any reason you are dissatisfied or wish to make a complaint, you should contact the organisation directly to allow them the opportunity to put things right. If you are dissatisfied, you can ask for your concern to go through their formal complaints process.

If at the end of that process, you feel the organisation has failed to address your concerns, you can raise the complaint with UKCP by completing this form.

The aim of this form is to provide us with:

* the basic information needed to identify you and the organisation you wish to make a complaint against
* details of your complaint needed to investigate the matter.

**Please note that UKCP cannot deal with a complaint against an organisational member until you have fully exhausted the organisation’s complaints procedure.**

Please return send your completed form by email to [OMComplaints@ukcp.org.uk](mailto:OMComplaints@ukcp.org.uk).

1. Your contact details

|  |  |
| --- | --- |
| Your Name: |  |
| Your Address: |  |
|  |  |
|  |  |
|  | Postcode: |
| Daytime telephone number\*: |  |
| Email: |  |

\* Please provide us with a telephone number we can contact you on during office hours.

1. Organisation’s contact details

Please give details of the organisation against which you wish to make a complaint.

|  |  |
| --- | --- |
| Name: |  |
| Address: |  |
|  |  |
|  |  |
|  | Postcode: |
| Telephone number: |  |

1. Please list any steps you have taken to try and resolve the matter with the organisation directly

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|  |

1. Details of your complaint

Please describe your complaint as fully as possible.

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1. Supporting documents

Please provide copies of any correspondence about your complaint or any other evidence that you think supports your position.

Please list below the documents you are sending, numbering each so that we can easily identify them.

|  |  |
| --- | --- |
| **Document Number** | **Description** |
|  |  |
|  |  |
|  |  |
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1. Declaration and consent to disclose

To deal with your complaint, we will need to disclose details of it to the organisation. Please read, tick the statements, and sign and date the declaration box below to give us your consent to do this. We are unlikely to be able to take your complaint any further if you do not provide consent to all the options.

|  |
| --- |
| I would like the UK Council for Psychotherapy to consider my complaint. I confirm that all the information I have given in this form is, to the best of my knowledge, accurate.  I understand that:  UKCP will need to handle personal details about me  UKCP will need to disclose my complaint and any information that is necessary, including confidential material, in connection with it to the organisation named in this form.  The organisation can disclose to the UKCP any information that is necessary for the UKCP to consider my complaint.  **Signed: Date:** |

1. Next steps:

Thank you for completing this form. Please send by email to [OMComplaints@ukcp.org.uk](mailto:OMComplaints@ukcp.org.uk), along with any supporting documents.

You should expect an acknowledgement from us within three working days of receiving your complaint. Our aim will be to report on our review within 15 working days for receiving your complaint.