

## **Alternative Dispute Resolution**

### **What is Alternative Dispute Resolution (ADR)?**

Going through a formal complaints process can be a distressing experience, so it is always preferable to resolve concerns or complaints in an informal way if possible.

ADR is designed to help reduce anxiety in a fair and transparent way. In situations where our formal Complaints and Conduct process is not suitable, ADR can assist the complainant and registrant to attempt to reach a satisfactory conclusion of their dispute.

Alternative Dispute Resolution can include:

- contacting the therapist directly to address the issues if they have not already
- referral to another advocacy organisation or other support resources such as the citizens advice bureau
- referral to the therapist's UKCP organisation or college
- referral to other appropriate organisations such as the Parliamentary and Health Ombudsman, or small claims court
- formal external professional mediation.

Everyone involved in ADR should be guided by the principles of objectivity and fairness. They should give due consideration to the rights and obligations of the complainant and the registrant, the usages of the form of psychotherapy in question and the circumstances surrounding the allegation.

When mediation is facilitated, both the complainant and the registrant are required to cooperate in good faith with the ADR provider. They should both try to comply with requests by the mediator and UKCP's case manager to submit written materials, provide evidence and attend meetings, as appropriate.

ADR will not be pursued in cases where the allegation suggests a public safety issue

### **When and to whom is the ADR Process available?**

UKCP will consider ADR services for complaints that don't meet the criteria of for our formal Complaints and Conduct Process.

Any complaint which we believe is likely to result (if upheld) the therapist's practice being restricted in some way is not suitable for ADR.

### **Who provides ADR?**

Our Case Manager considers whether an issue is suitable for ADR.

The UKCP Case Manager will:

- determine the most appropriate method of ADR, taking into consideration the wishes of the complainant and the registrant;
- if appropriate, instruct external mediation services and appoint professional mediators;
- notify the complainant and the registrant of the ADR provider appointed.