

Our complaints process



We believe that most issues can be explored in facilitation or mediation. However, there may be some situations where these processes are not appropriate – for example, in situations where the alleged behaviour is about serious conduct issues or safeguarding concerns.

If this is the case, UKCP may decide that the Complaints and Conduct Process is the most suitable way to address the matter.

We have a duty to protect the public, and one of the ways that we do this is by addressing professional conduct issues through the Complaints and Conduct Process. This process is by necessity a formal and legalistic process and is used for complaints that suggest that there is a real risk to the public if the therapist continues to practice without restriction.

These are complaints where it is alleged that the therapist has breached UKCP's Code of Ethics by way of misconduct. In these circumstances, it would be inappropriate for us to try to resolve the matter informally without a proper investigation.

If you would like to lodge a complaint against your therapist, please fill out the complaint form which you can download from the UKCP website.



**America House
2 America Square
London EC3N 2LU**

Telephone: 020 7014 9955

Email: complaints@ukcp.org.uk

**Visit: [www.psychotherapy.org.uk/
complaints](http://www.psychotherapy.org.uk/complaints)**

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How to get help if something goes wrong during therapy



UKCP PROFESSIONAL CONDUCT COMMITTEE

We understand it can be distressing if something goes wrong during your therapy. You may not know how to raise the issue with your therapist, or you might be unsure if you should be concerned.

This brochure has been produced by UKCP's Professional Conduct Committee to help you understand the different ways that UKCP can help you raise concerns or complaints about your therapist in a safe and contained way,

We have many different options available, and we'll work with you to find the one most suitable for your situation.



If something goes wrong



Often the easiest way of resolving a concern with your therapist is talking about the issue with them. Sometimes a therapist may not realise that there may be an issue, and by expressing your concerns to them, they have an opportunity to acknowledge the issue and put things right.

If you aren't comfortable raising your concerns with your therapist face-to-face, it may be helpful for you to put your concerns in writing, which can be given to the therapist in your next session; emailed or mailed to them; or even read to them in your next session.

You could ask your therapist to respond to you in writing if you like, but it's likely that your therapist will need to speak with you about your concerns in order to fully explore the issues.

Our complaints team are trained to deal with not only complaints, but also to provide procedural advice and listen to concerns.

Our team can make suggestions about the best way for you to resolve your concerns, and can also discuss how you might approach your therapist. You can find our contact details on the back of this leaflet.

Facilitation and mediation



Facilitation and mediation are an important part of how we manage complaints at UKCP.

These processes focus on open/positive communication and are a way for clients to raise their concerns with their therapist in a safe and contained environment.

They offer a flexible way for clients and their therapists to explore and resolve differences, make decisions about the future of their therapeutic relationship, and make plans for future learning and prevention.

We have a pool of trained facilitators and mediators that can help you to have these difficult conversations with your therapist. If you believe facilitation or mediation may be helpful, please contact our complaints team for assistance.

