



# Complaints procedure

Policy date: January 2021 Review & update: July 2021

**This procedure exists for the use of past or present students on the course, trainers and others closely associated with the course.**

- When requested, time will be set aside for student groups to meet with or without staff present to discuss course issues. Whenever possible, complaints about the course and/or staff will be addressed at these meetings.
- Of course, individual students also have the right to make complaints. Whenever possible, complaints about the course or the course staff should be taken up with the core tutor and/or the course directors (Jennifer Sandelson or Lynne Kaye). A meeting will be arranged to discuss your complaint. It is often useful to put the complaint in writing ahead of this meeting.
- A complaints mediator has been appointed to receive any complaints about the course that have not been resolved internally to the student's satisfaction within a period of six weeks. This person has knowledge of the course but is not a member of the core staff team. The contact details of the mediator are available on request. The mediator is a counsellor who is familiar with the BACP Ethical Framework.
- Any student who wishes to may make a complaint to the complaints mediator in writing, once a period of six weeks has elapsed without a satisfactory conclusion. On receipt of the complaint the mediator will inform the principal course organiser that a complaint has been received, and the nature of the complaint. The course organiser is then required to send their response to the complaint to the mediator, and give details of action taken, within 21 days.

- A period of limited communication, not exceeding 28 days, may then follow between the mediator and any or all the parties concerned, in order to clarify aspects of the complaint. Meetings may also take place if the mediator deems it to be appropriate.
- Based on all the information received, the mediator will make a recommendation about the complaint and inform all parties of this decision. CPPD will normally abide by the recommendation of the mediator, although it may also be bound by academic requirements.
- The recommendation made by the mediator may include advising the complainant to make a formal complaint to the BACP under its Professional Conduct Procedure. The mediator may him/herself choose to communicate with the BACP with the information gathered if they feel this is appropriate.
- Students may also make a complaint directly under the BACP Professional Conduct Procedure at any time, without making use of the Complaints mediator.

**Jennifer Sandleson**

CPPD Director

**Lynne Kaye**

CPPD Director