



Universities Psychotherapy and Counselling Association

Raising Concerns and Making Complaints

1. Introduction

The Universities Psychotherapy and Counselling Association (UPCA) aims to ensure that concerns and complaints are properly and appropriately addressed as effectively and efficiently as is possible, and that mechanisms and processes exist to do so. This document contains information to assist in the process of raising concerns and complaints, and in the process of addressing these concerns and complaints.

There are three main ways in which concerns or complaints can be addressed dependent on who the concerns or complaints are about:

- Members also registered with UKCP
- Members not registered with UKCP
- UPCA as an organisation, its officers and employees.

In general terms it is important that all local processes for addressing concerns and complaints are complete before UPCA processes and procedures begin. It is also important that other legal and professional processes are considered in conjunction with UPCA processes and procedures. It may be that these other legal and professional processes also need to be complete before UPCA processes and procedures begin.

It may be helpful in understanding your concerns and complaints to refer to the UPCA Code of Conduct, Performance and Ethics which can be obtained from the UPCA Administrator (details below) or from the UPCA website:

www.upca.org.uk/about/members-information

2. Informing UPCA about Concerns and Complaints

It is important that UPCA knows about your concerns and complaints. You can start by contacting our Administrator - either informally for an initial discussion, or more formally by putting your concerns and complaints in writing:

In writing by post: The Administrator
Universities Psychotherapy and Counselling Association
UPCA Administration Office
PO Box 3076
Reading RG1 9YF

Or in writing by email: admin@upca.org.uk Or by telephone: 07806804508

You can ask for your concerns and complaints to be forwarded to the UPCA Chair of Council or Chair of Ethics.

3. Concerns and Complaints about Clinical Members of UPCA who are also Registrants of UKCP

UPCA is an organisational member of the United Kingdom Council for Psychotherapy (UKCP). As such many clinical members of UPCA are part of the National Register of Psychotherapists and Counsellors held by UKCP. UKCP organises a Central Complaints Procedure (CCP) to manage concerns and complaints about registrants whose names are on this National Register.

You can find out if a Clinical Member is on the UKCP Register by contacting UKCP or by visiting the UKCP website:

In writing by post: UKCP
2nd Floor, Edward House
2 Wakley Street
London EC1V 7LT

Or in writing by email: info@ukcp.org.uk
complaints@ukcp.org.uk

Or by telephone: 020 7014 9955

Website: <http://members.psychotherapy.org.uk/find-a-therapist/>

If a Clinical Member of UPCA is on the UKCP Register you will raise your concerns and complaints with UKCP directly. A copy of UKCP complaints procedures can be found on the UKCP website:

www.psychotherapy.org.uk/making_a_complaint_or_raising_concerns.html

4. Concerns and Complaints about Members of UPCA who are not Registrants of UKCP

If a member of UPCA is not a registrant of UKCP concerns and complaints are managed within UPCA Fitness to Practice Procedures. A copy of these procedures can be obtained from the UPCA Administrator (address above) or from the UPCA website:

www.upca.org.uk/about/members-information

5. Concerns and Complaints about UPCA as an Organisation, its Officers or Employees

If your concerns or complaints are about UPCA as an Organisation, its Officers or Employees you should address these to the Chair of Council, or alternatively, if this is not appropriate, to the Chair of Ethics:

Chair of Council: chair@upca.org.uk or Chair of Ethics: ethics@upca.org.uk

It is usual for complaints of this kind to be investigated by two independent members of UPCA Council. It is also possible for UPCA to instruct independent and external investigation and review should this be required and necessary.