



Universities Psychotherapy
& Counselling Association

Concerns and Complaints Procedures

Concerns and Complaints about the Universities Psychotherapy and Counselling Association (UPCA), and its Officers or Employees

1. Introduction

These procedures are designed to address concerns or complaints about UPCA (Universities Psychotherapy and Counselling Association), and their Officers or Employees. These procedures also provide a means for appeals against findings and outcomes of concerns and complaints investigated by UPCA.

UPCA aims to ensure that concerns and complaints, and appeals, are properly and appropriately addressed as effectively and efficiently as is possible, and that mechanisms and processes exist to do so.

In general terms it is important that all local processes for addressing concerns and complaints are complete before UPCA concerns and complaints 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 completed before UPCA processes and procedures begin.

2. Raising a Concern and Complaint

It is important that UPCA knows about concerns and complaints. Informal contact with the UPCA Administrator, UPCA Chair, or UPCA Chair of Ethics for an initial discussion and for more information may be helpful:

In writing by post:

**The Chair
Universities Psychotherapy and Counselling Association
UPCA Administration Office
39 Lyndon Road
Solihull
West Midlands
B92 7RE**

Or in writing by email: contactupca@gmail.com

Or by telephone: **07928603663** (Office hours are: 09.30-17.00 Mon & Tues)

Concerns or complaints about UPCA, and their Officers or Employees, should be addressed to the UPCA Chair, or alternatively, if this is not appropriate, to the Chair of Ethics for UPCA.

It is usual for concerns and 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.

3. Investigating a Concern or Complaint

A concern or complaint about UPCA, or their Officers or Employees, is the responsibility of UPCA Council, and overseen and managed by UPCA Chair. There are steps to be undertaken in investigating a concern or complaint:

- 1.** An investigating panel of two Council members is formed by the UPCA Council to investigate the concern or complaint, and to produce a report for Council with recommendations
- 2.** The investigating panel will report to the UPCA Chair
- 3.** The UPCA Chair remains impartial so as to properly enable the investigation, to facilitate the business in UPCA Council, and to manage any appeal that may arise
- 4.** The report is received by the UPCA Chair, and a copy is sent to those raising the concern or complaint for comments
- 5.** The report is taken, with recommendations, to the UPCA Council for their consideration and action.

4. Actions of UPCA Council

UPCA Council is responsible for an investigation of a concern or complaint, and for consideration of recommendations. The UPCA Council will agree to actions based on the recommendations of the investigating panel, and ensure implementation of actions. The UPCA Chair will report to those raising concerns or complaints the actions agreed by Council.

5. Review and Appeals

In the first instance those raising concerns or complaints can raise an appeal addressed to the UPCA Chair. UPCA Council will review the investigation and grounds for appeal. Council can appoint a new investigating panel to undertake a fresh examination of the concern or complaint if new evidence or information is presented, or if UPCA procedures were not followed correctly, or if actions agreed by UPCA Council are considered unreasonable. The new investigation will follow the steps in Section 3.

Further appeal can be addressed to UTC (Universities Training College) of which UPCA is a Member Organisation. This appeal will be managed by UTC within their procedures.