



Universities Psychotherapy
& Counselling Association

Raising Concerns and Making Complaints Policy

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 four 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
- Courses and Programmes accredited by UPCA
- 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 completed before UPCA processes and procedures begin.

It may be helpful in understanding your concerns and complaints to refer to the UKCP Code Ethics and Professional Conduct which can be found here:

[UKCP code of ethics | UKCP](#)

2. Informing UPCA about Concerns and Complaints

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

By email to: administration@upca.org.uk

Or by telephone: **07928603663**

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

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: [Our registers | UKCP](#)

In writing by post: UK Council for Psychotherapy
York House,
221 Pentonville Road,
London N1 9UZ

In writing by email: complaints@ukcp.org.uk

Or by telephone: **020 7014 9955 (Option 3)**

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: [Make a complaint | UKCP](#)

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 Membership Manager or from the UPCA website: [Complaints and Concerns - UPCA](#)

5. Concerns and Complaints about Members of UPCA who are Supervisors

In the first instance the supervisee should see if the issue can be resolved directly with their clinical supervisor.

5.1 Complaints from a Trainee UPCA member against a Placement Agency Supervisor

Complaints from a Trainee UPCA member against a Placement Agency

Supervisor should be made to administration@upca.org.uk.

A copy of the complaint's procedures can be obtained from the UPCA Membership Manager or from the UPCA website: [Complaints and Concerns - UPCA](#)

The complaint would also need to be reported and addressed via the placement organisations policies and procedures.

Trainee members on placement should also inform their training organisation that they have a concern or complaint against their clinical supervisor. (This should be part of their 4-way placement agreement. The training organisation can then support the trainee as required).

5.2 Agency/Organisational Supervisors

It would not be usual for employed/agency therapists/supervisors to work within their organisational codes and policies, and an action may fall outside of both, with only the most serious being a regulatory (UKCP) conduct issue. In these cases, if the problem falls outside of the UKCP code in terms of a complaint, then the complainant should take the complaint through their placement or employer's Code of Conduct policy.

If the UKCP clinical supervisor is external to the organisation, and the complaint again falls outside of the UKCP code in terms of a complaint, they should make the complaint to the Supervisor's College, which holds their accreditation and follow that college's process.

If the complaint is because the Clinical Supervisor breached the UKCP code of ethics, the complaint goes directly to UKCP (and their college, if they are a member, is cc'd in). In these cases the complaint will need to meet the threshold of seriousness in terms of a breach of the Code.

5.3 Complaints against UPCA member supervisors

If a complaint is made about by a Supervisee against a Supervisor who is a member of UPCA, UPCA would deal with the complaint where the level of the alleged complaint does not represent a breach of the UKCP Code of Ethics. In this case the complaint should be made directly to UKCP.

UPCA will not hear complaints about Supervisors from other UKCP Colleges

6. Concerns and Complaints about a Course or Programme Accredited by UPCA

If your concerns or complaints are about a course or programme accredited by UPCA these concerns and complaints must be, in the first instance, raised within course, programme and university complaints and appeals processes. This means that all course, programme and university complaints and appeals processes must be completed before a complaint can be investigated by UPCA. You can address your concerns and complaints to the Chair of Council, or alternatively, if this is not appropriate, to the Chair of Ethics by emailing administration@upca.org.uk

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 investigations and reviews should this be required and necessary.

7. 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 by emailing administration@upca.org.uk

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 investigations and reviews should this be required and necessary.