CICS Complaints Procedure: Professional Qualification Pathways

1. Introduction

1.1 We sincerely hope that we will not give anyone cause to complain about any aspect of their contact with CICS. However, it is important that CICS offers a fair and equitable due process should anyone believe that they are being treated unfairly in any way or that CICS is not fulfilling its stated objectives.

1.2 We encourage issues of concern to be raised at as early a stage as possible so that resolution can be explored and facilitated through learning and mediation before the breaches become severe enough to necessitate the use of the formal complaints procedure.

1.3 We welcome feedback on all aspects of our organisation and will regularly provide opportunities for verbal and written feedback to be given both openly and privately on course content, tutor style, course management and organisational culture. Any concerns should initially be raised via these feedback processes or directly with the CICS Principal Julie Sale via julie@contemporaryinstitute.co.uk

1.4 The CICS Four-Way Agreement details who takes responsibility between the supervisor, the placement, the course and the student regarding raising concerns. Copies can be requested via enquiries@contemporaryinstitute.co.uk

1.5 If a person feels that their feedback is not being responded to adequately through the feedback protocols, they are invited to follow the relevant section of this formal complaints procedure.

2. Professional Bodies

2.1 CICS qualifying courses are accredited or approved by a number of professional bodies as follows;

Course	Accrediting Body	Complaints Contact
CICS Diploma in Pluralistic Psychotherapy	COSRT	https://www.cosrt.org.uk/professional-standards/how-to-complain/
CICS Diploma in Psychosexual and Relationship Therapy	COSRT NCPS	https://www.cosrt.org.uk/professional-standards/how-to-complain/ https://ncps.com/complaints
CICS Advanced Diploma	COSRT UKCP	https://www.cosrt.org.uk/professional-standards/how-to-complain/

		https://www.psychotherapy.org.uk/ukcp-members/complaints/how-to-make-a-complaint/
CICS UKCP Pathway	UKCP	https://www.psychotherapy.org.uk/ukcp-members/complaints/how-to-make-a-complaint/

2.2 Should a person raising a complaint feel that their complaint has not been addressed to their satisfaction by CICS internal procedures, in line with this policy, they can raise the matter directly with the relevant professional body.

3. Client Complaints

3.1 If a client believes that their therapist's behaviour has breached their professional code of ethics, it is recommended as a first step that they discuss the concern with the therapist in an attempt to resolve matters. If this is not possible or appropriate, or does not resolve the issue, the client can put a complaint in writing to the to relevant professional body as detailed in the table above at 2.1.

3.2 It can sometimes be difficult to know if the therapist's conduct has breached the appropriate Codes so a complainant can check with the relevant professional body as to the appropriate route for a complaint before submitting it formally.

4. Client Complaints: CICS Students on UKCP Pathway

4.1 If a client or any concerned party believes that a CICS student's behaviour has breached their professional body Code of Ethics or feels the relationship is breaking down, it is recommended as a first step that the complainant raises their concerns with the student therapist. If this is not possible or appropriate, or it does not resolve the issue, the complainant should raise their concerns in writing to the Placement Manager in the placement service where the student is practicing.

4.2 The Placement Manager will conduct an investigation in line with the placement service complaints procedures and will follow the protocols detailed in the CICS Four-Way Agreement. Copies can be requested via enquiries@contemporaryinstitute.co.uk

5. Complaints: Colleagues

5.1 CICS encourages our colleagues to discuss concerns between them, so we as individual practitioners and our wider community can learn about the impact that we can have on others.

5.2 Any colleague who has a concern can approach the CICS Principal to facilitate a discussion or to be supported to take the matter to the UKCP if there is a potential breach of the relevant professional body Code of Ethics.

5.3 If the concern relates the CICS Principal, colleagues are invited to request a confidential meeting with the CICS Principal to resolve the issue relationally. If the issue is not resolved in this meeting, the procedure detailed in section 6.5-6.8 below will then be followed.

5.4 If a member of the CICS community believes that a colleague has spoken or behaved in a way that breaches their professional body Code of Ethics they should, in the first instance, try to raise the matter with the colleague. If this is not possible or it does not resolve the issue to the complainant's satisfaction they can raise the matter with the relevant professional body.

6. Complaints about CICS as an Organisation

6.1 Colleagues working for and with CICS, in paid and unpaid capacities, are invited to follow the CICS Grievance Procedure to address concerns related to aspects of their work or working conditions.

6.2 Complaints about CICS as an organisation should be addressed in writing by email to the CICS Principal Julie Sale julie@contemporaryinstitute.co.uk.

6.3 The CICS Principal will offer a confidential meeting and will endeavour to resolve concerns at this stage.

6.4 If a complainant feels that their concerns have not been adequately resolved in their meeting with the CICS Principal and within a 6 week period, the concern will become a formal complaint, addressed in writing to the CICS Principal.

6.5 The CICS Principal will formally present the complaint to the CICS Standards and Advisory Board (SAB) and they will respond in writing within 6 weeks of receiving the complaint.

6.6 Should a complainant feel that their complaint has not been adequately resolved in the SAB response, they can request that an appropriately qualified external consultant is appointed to review the complaint. This person will have knowledge of CICS but will not be a member of the faculty team or SAB.

6.7 Complaints must be submitted in writing to the external consultant, via the CICS Principal, who will undertake an investigation and present their findings in writing within 28 days. The external consultant will make a recommendation about the complaint and inform all parties of their decision. CICS will adhere to any recommendations made by the external consultant.

6.8 Should a complainant feel that their complaint has not been sufficiently addressed by the CICS internal organisational complaints procedure they can raise their complaint with UKCP as CICS's senior accrediting professional body, at https://www.psychotherapy.org.uk/ukcp-members/complaints/how-to-make-a-complaint/.

7. Student Complaints

7.1 Should a CICS student feel that their feedback is not being responded to adequately through the feedback protocols, they are asked to request a confidential meeting with their Tutors. It is often useful to put the concern into writing ahead of the meeting. Tutors will endeavour to resolve a student's concern.

7.2 Should a student feel that their concern has not been adequately resolved within a 6 week period, they are asked to submit your concern in writing to the CICS Principal, Julie Sale julie@contemporaryinstitute.co.uk. Julie will arrange a confidential meeting with the student and will endeavour to resolve their concern informally. Should this not be possible, Julie will formally present the complaint to the CICS Standards and Advisory Board (SAB) and they will respond in writing within 6 weeks of receiving the complaint.

7.3 Should a student feel that their complaint has not been adequately resolved in the SAB response, an appropriately qualified external consultant will be appointed to review the concerns. This person will have knowledge of the course but will not be a member of the course faculty team.

7.4 The student must submit their complaint in writing to the external consultant, via the CICS Principal, who will undertake an investigation and present their findings to the student in writing within 28 days. The external consultant will make a recommendation about the complaint and inform all parties of their decision. CICS will adhere to any recommendations made by the external consultant.

7.5 All formal concerns and complaints will be recorded and tracked by the CICS Principal regardless of whether the full procedure is engaged.

7.6 Should a student feel that their complaint has not been sufficiently addressed by the CICS internal complaints procedure they can raise their complaint with the relevant professional body for their course of study.

8. Supervisor Complaints

8.1 Four Way Agreement

The responsibilities of students, placements, supervisors and CICS as a training provider are detailed in the CICS Four Way Agreement. This document is signed by the student, placement lead, supervisor and CICS Principal prior to clinical practice commencing. All concerns between students and supervisors must first be addressed directly with one another, in line with the Four Way Agreement.

8.2 **Student Concerns**

Should a student have concerns related to their supervisor, they must raise it directly with the supervisor in the first instance. If that does not resolve the issue, they can raise their concerns with their Tutors.

The Tutors will raise the students concerns via the CICS Complaints: Colleagues procedure.

Should a student wish to change their Supervisor during their training period they must inform their Tutors and explain the reasons why. The Tutors will ask the Supervisor to prepare a report detailing their experience of working with the student. This report will be shared with the student and will be passed to the next Supervisor.

8.3 **Supervisor Concerns**

8.3.1 **Students**

Any concerns that a supervisor has, related to a student's professional development, must be raised directly with the student in the first instance and documented in the CICS Monthly Supervision Report.

If the situation does not improve, the Tutors will ask the supervisor to prepare a report detailing their experience of working with the student and will ask the student to do the same. Should the supervisor report raise concerns about the students fitness to practice, the relevant Course Standards Policy will be initiated.

If a supervisor feels that their feedback is not being responded to adequately through the
feedback protocols, they are asked to request a confidential meeting with the CICS Principal. It is often useful to put the concern into writing ahead of the meeting. The CICS Principal will endeavour to resolve concerns at this stage.

Should a supervisor feel that their concern have not been adequately resolved within a 6 week period, the concern will become a formal complaint following the CICS Client Complaints: CICS Students on UKCP Pathway procedure.

8.3.2 **Placement Provider**

Should a supervisor have concerns related to a placement provider they must raise those concerns directly with the placement lead in the first instance.

If a supervisor feels that their feedback to the placement is not being responded to adequately, they are asked to request a confidential meeting with the CICS Principal. It is often useful to put the concern into writing ahead of the meeting. The CICS Principal will endeavour to resolve concerns at this stage.

If a placement provider does not respond to requests for change from the CICS Principal they will be removed from the CICS Approved Placement list and a formal complaint may be raised, in line with the placement provider complaints policy.

8.3.3 **CICS as Training Provider**

If a supervisor has a concern related to CICS as a training provider they are asked to follow the CICS Organisational Complaints Procedure, as detailed in section 5 above.