



Complaints Procedure

Process for dealing with complaints about an IPT-UK accredited member (IPT UK practitioner, supervisor or trainer)

- 1) The complainant should complete the Complaints Proforma (available on the IPT UK website) to describe the grounds for complaint in detail, including dates, and send it to the Chair of the Training Committee via email to contact@iptuk.net. If available, documentary evidence should also be attached. The Complaints Committee will normally comprise of the Chair of the Training Committee and two other named members of the Training Committee. The issues which are the focus of the complaint must have taken place within the last five years. The complainant must also state whether they have raised, or intend to raise, a complaint with the individual's professional body. In the interests of transparency, complainants must give their identity. Anonymous complaints will not be addressed.

NB: If the complaint is made against the Chair of the Training Committee, the complainant should make the formal complaint to the Chair of IPT UK. If the complaint is made against a member of the Training Committee, that person cannot be involved in the complaints procedure. Members of the Training Committee who are also members of the same health provider, university, or are current research collaborators with, or the supervisor of, the complainant cannot be involved in the complaints procedure.

- 2) The Training Committee will review the documentation and make a decision on whether further investigation is required. If no action is deemed necessary, the complainant will be informed of this decision. The IPT UK member will also be informed about the complaint made against them, as well as the identity of the complainant and the decision that no further action was required.

If further investigation is required, the IPT UK member will be given full details of the complaint and will have 28 days to provide a written response. If there is no response, the IPT UK member will be sent a letter informing them that their IPT UK accreditation will be terminated at the next Training Committee meeting, unless they respond within another 28 days. If the IPT UK Training Committee feels that the complaint gives sufficient grounds for concern about the IPT UK member's general professional practice, the member will be notified that IPT UK will be contacting their employer and their professional body (if this has not already taken place) to inform them of full details of the complaint.

- 3) The Complaints Committee will review the IPT UK member's written response. The outcome of this review will be that there is no further action required; further

information is required; or that there are grounds for action. If further information is required, this will be requested by the Chair of the Complaints Committee. If this information is to be provided by the complainant, they will be given 28 days to do so, and it will be reviewed at the next Complaints Committee meeting. If further information is required from a third party and there are reasonable grounds for giving a longer response time than 28 days, this can be extended at the Complaints Committee's discretion.

If there are no grounds for action (i.e. where the complaint is not upheld), both the complainant and the IPT UK member will be informed. Information about the complaint or the complainant will not be held on the IPT UK member's record.

If there are grounds for action, the possible actions are as follows:

- a) No suspension of registration, and the IPT UK member will receive advice/recommendations about their work from the Training Committee. This may be with or without further feedback to the Training Committee at a later date.
- b) No suspension of registration, but the IPT UK member is required to meet conditions (e.g. further training, or close supervision of their work).
- c) Suspension of registration as an IPT UK practitioner, supervisor and/or trainer until conditions are met (e.g. a period of further training, and/or a period of close supervision of their work).
- d) Removal from the IPT UK register as a practitioner, supervisor and/or trainer, with no grounds for concern about their general professional practice.
- e) Removal from the IPT UK register as a practitioner, supervisor and/or trainer, with additional grounds for concern about their professional practice.

In the case of action e), where there are additional grounds for concern about the individual's professional practice, the member will be notified that their employer and professional body will be informed about the full details of the complaint, if this has not already taken place.

The above decisions will be communicated in writing by the Chair of the Complaints Committee and, where appropriate, a member of the Training Committee will be appointed to be responsible for co-ordinating and monitoring the outcome of the above actions.

Where there are grounds for action, information about the complaint will be kept on the IPT UK member's record in perpetuity.

- 4) If the complainant and/or the IPT UK member wishes to appeal against the decision of the Complaints Committee, they should submit an appeal in writing within 28 days of the decision being made. The Appeals Panel will comprise of the Chair of IPT UK and two members of the Executive Committee who are not also members of the Training Committee. Appeals should be submitted in writing to the Chair of

IPT-UK via email to contact@iptuk.net. Appeals should include the appellant's name, address and a statement explaining the grounds for appeal, with documentary evidence where appropriate.

- 5) The Appeals Panel will review the above. The possible outcomes of this review are either that the appeal is rejected; further information is required; or that the appeal is upheld and there are grounds for revoking the decision of the Complaints Committee. If further information is needed, this will be gathered and presented to the Appeals Panel for further review. Where there are grounds for revoking the decision of the Complaints Committee, the Appeals Panel will recommend one of actions 3a) to 3e) above.