

1.10.6

Insight Maidstone commits to a standard of excellence in its training provision and adopts the standards and recommended guidelines of the BACP (British Association for Counselling & Psychotherapy). In the event of a complaint, a learner should forward details of a complaint to the Principal at the Foundations base address.

Investigation of the complaint, may if required, involve discussion with the person against whom a complaint has been made in conjunction with the Principal/Head of Centre.

The process of a complaint will be investigated, reviewed and resolved within a period of ten working days (subject to any extenuating circumstances which may arise outside the control of Insight Maidstone) or if required, within three weeks if a referral to ABC is necessary to achieve resolution.

There will be 2 routes to take should there be cause for complaint.

Informal:

If a student of Insight Maidstone believes there is grounds for complaints, the first step would be to speak with the tutor to determine if the concern/complaint can be resolved in a manner and with an outcome that is satisfactory to both parties.

The student will be encouraged to suggest solution as well as the tutor. Both parties will be expected to provide open honest and constructive feedback to the other.

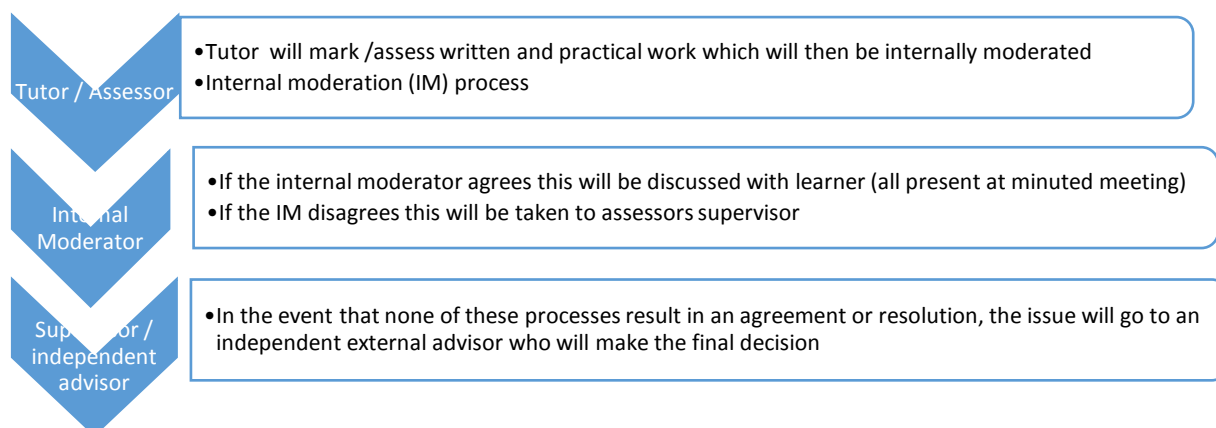
Formal:

In the event that informal procedure is not successful, the student will be asked to put the complaint in writing.

This complaint will be taken to the Director of Insight Maidstone will be responded to within 20 working days. If the complaint is against the owner, it will be taken to supervision and discussed in order to support satisfactory resolution.

1.10.6

Please see flow chart.



All tutors will abide by the BACP Ethical Framework for teaching and training. 2014.

Teaching and training

25. All practitioners are encouraged to share their professional knowledge and practice for the benefit of their clients and to promote awareness of counselling and psychotherapy in the public through providing information and education.

26. Practitioners who provide formal education and training should acquire the skills, attitudes and knowledge required to be competent teachers and facilitators of learning in their subject.

27. Practitioners are required to be fair, accurate and honest in their assessments of their students.

28. Prior consent is required from clients if they are to be observed, recorded or if their personally identifiable disclosures are to be used for training purposes.

1.10.6

29. All training in counselling and psychotherapy should model standards and practice consistent with those expected of practitioners in the role for which the training is being provided.

30. All trainers and educators in counselling and psychotherapy have a responsibility to protect the standards of the profession. Trainers are responsible for taking reasonable steps to prevent clients being exposed to risk or harm by trainees.

31. Where information is held by more than one person involved in the assessment of a trainee, it should normally be shared to produce the fairest possible evaluation of the person concerned. Any confidentiality agreements between trainers and trainees ought to be established in ways that permit the appropriate sharing of information for assessment and the protection of clients.

(BACP Ethical Framework 2014)

In the unlikely event of a complaint being unsuccessful in resolution, it will be responded to during external moderation process.

If this is a centre based complaint it will go directly to ABC awards where they will follow their own procedure where an investigation may take place.

1.10.6

NAME OF TUTOR	SIGNATURE OF TUTOR	DATE SIGNED
_____	_____	_____

NAME OF TUTOR	SIGNATURE OF TUTOR	DATE SIGNED
_____	_____	_____

NAME OF TUTOR	SIGNATURE OF TUTOR	DATE SIGNED
_____	_____	_____

NAME OF TUTOR	SIGNATURE OF TUTOR	DATE SIGNED
_____	_____	_____

NAME OF TUTOR	SIGNATURE OF TUTOR	DATE SIGNED
_____	_____	_____

NAME OF TUTOR	SIGNATURE OF TUTOR	DATE SIGNED
_____	_____	_____

1.10.6