



COMPLAINTS PROCEDURE

The purpose of the NRPC Complaints Procedure is to provide an open and transparent way for clients or therapists to raise a complaint about an NRPC registered therapist/trainer against whom an allegation of professional misconduct has been made under the Registers Code of Ethics and Standards. If you are unsure if the member has broken the Code Of Ethics, please download a copy of them at www.nrpc.co.uk

Criteria for Complaints

1. The complaint must relate to an NRPC registered therapist at the time of the alleged professional misconduct.
2. A complaint may be submitted up to three years following the termination of the professional NRPC relationship.
3. A complaint may be submitted where a complainant becomes aware of the alleged misconduct of another NRPC practitioner/trainer and has evidence in support of the allegation.

If your complaint does not satisfy the above criteria, it will be returned to you with an explanation of why it does not meet the criteria.

Excluded Complaints

- Complaints for which legal action is proposed or is in progress, including those that are subject to Criminal or Civil Law.
- Complaints about professional misconduct that occurred more than three years following termination of the relationship.
- Complaints that could be considered vexatious or frivolous, i.e. made to cause annoyance with no serious purpose or value:

Disciplinary Procedure

If a complaint is upheld, the NRPC registered therapist can be disciplined by one or more of the following:

1. Issued with a formal requirement for re-training or specific changes/improvements in their practice by a specific date.
2. Suspension and withdrawal of any professional status or rights conferred by their membership of NRPC
3. Termination of their NRPC membership with their details deleted from the NRPC website.

Please note that it is outside the remit of the Register to prevent a therapist from continuing to practice or obtain financial compensation or reparation for the complainant.

MAKING A COMPLAINT

There are two types of complaints: Informal and Formal.

Please keep a written record of your actions, and any correspondence between yourself and the other party.

Before we will investigate a complaint formally, we will require evidence to suggest that the complainant wishing to make a complaint against an NRPC member, has first tried to resolve any grievance directly with the therapist/trainer before making a formal complaint.

Informal Complaint

1. First, try to resolve any grievance directly with the therapist/trainer before making a formal complaint.
2. Calmly state the nature of your complaint and what the therapist can do to redress the situation.
3. Give the therapist a reasonable amount of time to reply and to redress. We suggest this to be between 4 and 6 weeks.

Formal Complaint to NRPC (The Register)

If the issue remains unresolved after this time, the attached complaints form should be completed and emailed FAO Professional Standards Officer NRPC admin@nrpc.co.uk who will arbitrate and/or refer the matter to the Ethics Committee for adjudication. Please note – the NRPC is a sister register of the NRPC and therefore correspondence or complaints will be dealt with by the same board of members.

PROCESS

1. Your email with enclosures/evidence will be acknowledged within 7 working days.
2. Your complaint will be sent to the Complaints Officer within 2 weeks.
3. The Complaints officer will approach the NRPC member and ask them to explain their side of events.
If the Complaints Officer requires more information from you, you will be asked for this.
4. The Complaints Officer will assess if your complaint passes a threshold test.
5. If your complaint is withheld the Complaints Officer will inform all parties and start a formal investigation.
6. An investigation can take 12 months to complete, or longer.
7. Following investigation, a final response will be issued within 21 working days of the outcome.
8. All formal complaints will receive a final response by letter or email from the Professional Standards Officer.

APPEALS PROCEDURE

If you are dissatisfied with the final response, you can appeal the decision to the Ethics Committee within six weeks of the date of the final response email/letter on the following basis:

1. New evidence had come to light and must be provided.
2. The final response was not justified due to the weight of existing evidence.

Copies of your signed Therapy Contract and receipt for services must be included.

The Ethics Committee's decision following appeal and review is final.

Please fill the form attached below if you wish to submit a complaint.

*If all details are not completed, we cannot progress the complaint.
Strictly Confidential*

COMPLAINT FORM

Your details:

Name:

Address:

Email: _____ Mobile: _____

Details of NRPC Registered Practitioner/Trainer:

Name:

Address:

Email: _____ Mobile: _____

Date of alleged Professional Misconduct: _____

Details of Incident:

Complainant's consent for NRPC to contact named Witnesses:

Name: _____

Address: _____

Email: _____ Mobile: _____

Signature of Witness: _____

Name: _____

Address: _____

Email: _____ Mobile: _____

Signature of Witness: _____

(Signed consent of additional witnesses (if any) can be documented on the reverse of this form)

Details of attempt to resolve issue to date or reasons for not doing so:

Details of how matter can be resolved to your satisfaction:

DECLARATION:

1. I declare that the information given in relation to my complaint is accurate.
2. I have enclosed copies of all relevant documentation (signed therapy contract and receipts).
3. In accordance with GDPR, I consent to information being disclosed to the appropriate parties.
4. I consent to the NRPC contacting me by phone and/or email. (If not tick this box:)
5. If I am not satisfied with the final response, I confirm that I will abide the Ethics Committee.

Signature

Date

FOR OFFICE USE			
Date of Receipt		Received by	
Complaint acknowledged <i>(Within 7 days)</i>		Date therapist notified	
Complainant notified of outcome		Therapist notified of outcome	
Appeal Received <i>(6 weeks from notification of outcome)</i>		Complaint closed – all parties advised	

Recommendation/Rationale:

Decision Confirmed on (date): _____

Signed by: _____
Professional Standards Officer Society Member Society Member

Chair – NRPC (in case of appeal only)

Date