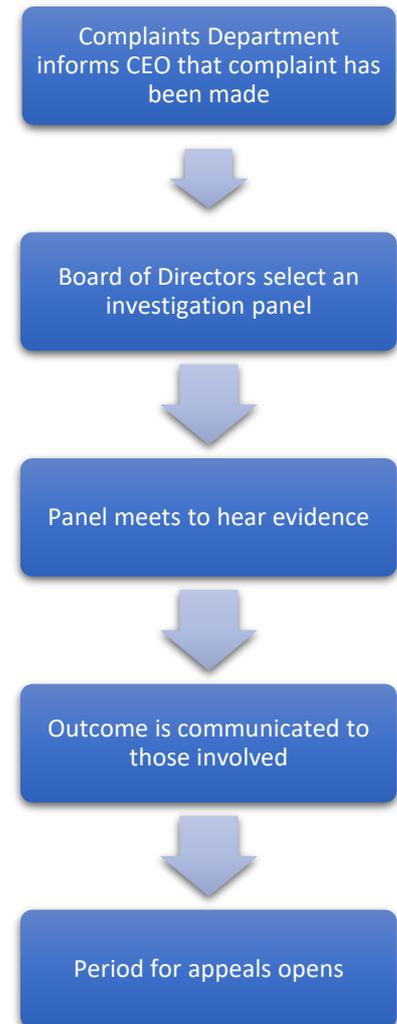


General Complaints Procedure

The following is a summary of the procedure for submitting a complaint to the Centre of Therapy & Counselling Studies. For detailed information of the Centre's complaints policies and procedures please refer to the Complaints Policy document available on our website and from our office.

Complaint Timeline

1. Written complaint is received by Complaints Department and referred to Chief Executive Officer of the Centre of Therapy & Counselling Studies. All parties involved are informed that the complaint has been received.
2. The CEO will call a meeting of the Board of Directors **within three weeks** of receipt of the complaint if no regular meeting is to be convened within that time. The Board will have a further **three weeks** to select individuals to form the complaint investigation panel and ensure that they are able and willing to undertake this responsibility.
3. The panel will set a date for meeting to examine evidence for and against the complaint which is **a minimum of four weeks** after the date the panel was formed. (Both the complainant and the party complained about will have the right to attend this complaints panel meeting and be accompanied by a person of their choice.)
4. The outcome of the complaints panel meeting will be communicated to the complainant and the party complained about **within two weeks** following this meeting.
5. Both the complainant and the party complained about have the opportunity to submit an appeal to the decision of the complaints panel meeting **no later than two weeks** after receiving the outcome.



In the event of any of the aforementioned members of staff or Board being subject of a complaint or having a conflict of interest, that person will absent themselves from the complaint procedure.

COSCA monitor that the handling of complaints made to member organisations is both lawful and reasonable. In order to do so, the Centre of Therapy & Counselling Studies is required to submit an outcome report to COSCA at the conclusion of any complaints proceedings relating to counselling (training or counselling provision). The identity of the complainant will be anonymised for the purposes of this reporting.

Submitting a Complaint

Complaints to the Centre of Therapy & Counselling Studies can be made in the following ways -:

Post:

- Complaints Department
Centre of Therapy & Counselling
Studies
8 Newton Place
Glasgow G3 7PR

Email:

- complaints@centreoftherapy.org.uk

Following the exhaustion of the Centre of Therapy & Counselling Studies procedure, complaints made to COSCA can be done so in the following ways -:

Post the Proforma for Submitting a Complaint to COSCA to:

- FAO Chief Executive
COSCA (Counselling &
Psychotherapy in Scotland)
16 Melville Terrace
Stirling FK8 2NE

Pro Forma Complaints Form

COMPLAINANT			
Name:		Address:	
Telephone:			
Email:			
COMPLAINT			
Complaint relates to the following person/party:			
Informal Complaints: Have you raised the concerns informally in the first instance? If yes , please give details of who with and when:		Yes / No (circle) When and with whom (if applicable):	
Brief outline of the complaint: Outline a factual statement of the circumstances of the complaint. Attach any evidence or information in support of this complaint:			
Witnesses: List any witnesses that can corroborate the circumstances of the complaint. Include their contact details:			
Remedy: State preferred outcome should the complaint be upheld (requested remedy will be considered but cannot be guaranteed):			
List any documents attached:			
Signed:		Date:	