



The External Oversight Committee for Human Givens Therapy (EOC)

Complaints Form: Complaints against the Human Givens Institute

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(Updated Aug 2018)

If you wish to complain about the Human Givens Institute itself (as opposed to an individual therapist), please save and complete this form, then e-mail it to: eochg@hgi.org.uk, marking your covering message 'Complaint – Private and Confidential'. Alternatively, you can send a printed copy to: FAO EOC, Human Givens Institute, Chalvington, East Sussex, BN27 3TD, marking the envelope 'Private and Confidential'. We will acknowledge receipt of your complaint within seven working days.

Before completing this form, it may be helpful to view the flow diagram that sets out the complaints process:

http://www.hgi.org.uk/documents/EOCHGT_Complaints_Process-flow_chart.pdf .

If you need help to complete this form, the HGI office staff will be pleased to assist you. They can be contacted on 01323 811662.

Your details

Name

Address

Postcode

Daytime tel. **Mobile**

E-mail

Have you have started legal proceedings in relation to your complaint?

No

Yes

If Yes, please do not complete the remainder of the form. NB: The EOC can take no action in relation to your complaint until the legal proceedings have been completed.

Details of your complaint (Please include relevant dates and the names of those concerned wherever possible.)

(If you need more space, please use the box on page 4 of this form)

Contact details of any witnesses to the matter. (Please provide these only if they have given their permission.)

Name

Address

Postcode

Daytime tel. **Mobile**

E-mail

If you have complained about the matter to another organisation, please provide their contact details.

Name

Address

Postcode

Telephone

The date on which you made the complaint:

What has been the response of the other organisation?

Please keep us informed of the progress of your complaint to the other organisation, including the final outcome.

Further Information

If you are including any documents with this form, please list them below. (If you are e-mailing the form, any supporting documents should be in files that are clearly labelled and attached with your completed form. Otherwise, paper copies can be posted with the completed form to the address provided – see page 1 above.)

Please use this space to tell us how you would like to see your complaint resolved. What would be an acceptable outcome?

Please note that decisions of the External Oversight Committee are final.

I hereby confirm that: a) to the best of my knowledge, the information provided on this form is true and accurate; and b) I give permission for the HGI Registration Panel to provide the External Oversight Committee (EOC) with access to such information about me as will be necessary to assist it in reaching an informed decision regarding my complaint, including where relevant, confidential information.

Signed

Date

Please e-mail your completed form to: eochogt@hgi.org.uk, marking your covering message 'Complaint – Private and Confidential'. Alternatively, send a printed copy to: FAO EOCHGT, Human Givens Institute, Chalvington, East Sussex, BN27 3TD, marking the envelope 'Private and Confidential'. We will acknowledge receipt of your complaint within seven working days.

If you wish, you can use the space below to provide further information.