

The Human Givens Institute (HGI) Registration and Professional Standards Committee (RPSC) Complaints Procedure

The HGI receives a complaint about a

registered therapist's service, business If a client complains directly to you as a practice or behaviour. therapist, try either to resolve it yourself, or with the help of your supervisor. If this proves unsuccessful, seek advice from the The RPSC attempts to resolve the complaint informally. If this is not possible, the HGL Registration and Professional procedure moves to the next stage. Standards Committee (RPSC). It may be still be possible to resolve the complaint informally at this stage. If such a resolution The HGI Registration and Professional is successful, the procedure ends at this Standards Committee (RPSC) will ask both point. parties. complainant and therapist, to consider mediation¹. On being notified of a complaint, therapists are If mediation is not successful, or if either advised to inform their indemnity insurer party declines mediation, or the complaint immediately. is considered too serious to be addressed •They can enlist the support of their supervisor via mediation², the RPSC will start the formal at this and subsequent stages. •The Registration of Professional Standards procedure. Committee (RPSC) will arrange additional support, if requested to do so. Requests should be directed via the: Membership Secretary, After submission of the evidence by the Human Givens Institute, Chalvington, East complainant and the therapist, it will be Sussex, BN27 3TD or the RPSC Co-ordinator at normal procedure at this point to convene a complaints@humangivens.com hearing, either remotely or in person, to give both parties the opportunity to present their case³. Within 10 days* of the hearing, the RPSC will communicate the adjudication ²Complaints about conduct that fall significantly below the standards set out in panel's decision to both parties. the HGI Code of Ethics and Conduct cannot *For more information on timings, see be dealt with informally. For full details of https://www.hgi.org.uk/sites/default/files/hgi/ How-the-HGI-deals-with-complaints.pdf complaints that fall into this category, see How the HGI Deals with Complaints at: https://www.hgi.org.uk/sites/default/files/ hgi/How-the-HGI-deals-with-complaints.pdf Both complainant and therapist are satisfied with the decision? No further action. Yes No Either party may appeal⁴ to a specially ⁵Grounds for appeal:

1) Demonstration that the RPSC has not followed the complaints procedure properly and that this process failure might have led to a materially unfair outcome.

2) Representation that the sanction applied was disproportionate to the findings of the adjudication.

3) The Adjudication Panel could in no way reasonably have come to the decision made on the evidence presented.

Either party may appeal⁴ to a specially convened independent panel made up of two HG therapists and a lay member. Appeals must be notified to the RPSC within 28 days of receipt of the Adjudication Panel's decision.

If the appeal panel concludes that the grounds for appeal meet one or more of the relevant criteria⁵, it considers the appeal and the RPSC informs both parties in writing of its decision within 28 days of receipt of the full appeal.

For further details of the HGI Complaints Procedure, see **How the HGI Deals with Complaints** at: <u>https://www.hgi.org.uk/sites/</u> <u>default/files/hgi/How-the-HGI-deals-</u> <u>with-complaints.pdf</u>

If mediation is successful, the procedure ends at this point.

¹Mediation is a voluntary and confidential process in which trained mediators help assist disputing parties in resolving conflict using specialized communication and negotiation techniques. The outcome of mediation is often a formal or informal agreement which focuses on improving relationships and, where possible, the restoration of damage/hurt caused. It is the parties involved in the mediation, not the mediator, who decide on the terms of the agreement.

³The Complaint Manager will ask the complainant to submit evidence to the complaint and will then ask the therapist to submit her/his evidence to the case. The evidence will be passed to an adjudication panel consisting of three RPSC members, of whom one is a lay member. Those members of the RPSC whose role it is to adjudicate the complaint will not be involved at this stage and will not be informed of the details of the submitting of evidence until it has been completed.

⁴If either party wishes to appeal, they should inform the RPSC Coordinator, Human Givens Institute, Chalvington, East Sussex, BN27 3TD. Email: <u>complaints@humangivens.com</u> within 28 days of the date of the letter outlining the RPSC's decision. Please mark communications 'Private and Confidential'. The HGI Appeal Panel Guidelines can be viewed at: <u>https://www.hgi.org.uk/sites/</u> default/files/hgi/Appeal-Panel-Guidelines.pdf