

The Human Givens Institute (HGI) Complaints Process



Please note that it may be possible to resolve less serious complaints through direct communication with the therapist concerned. If you have tried to do this without success, or if your complaint is of a more serious nature, please follow the process as set out in this flow diagram.

If putting your concerns in writing presents a difficulty, the HGI office staff will be pleased to assist you. They can be contacted on 01323 811662.

If you wish, you can enlist the support of a friend, relative or other representative to assist you through the complaint process.

The HGI will consider complaints from concerned third parties, where for example, a client is unable to complain directly for reasons of age or infirmity, or where the third party is aware of a situation that gives cause for concern. Wherever possible, though, it is preferable that clients communicate directly with the HGI. In addition, the RPSC will consider any concerns raised by third parties such as the Press or insurance companies in relation to HGI Registrants or Trainee Status therapists

If the therapist does not agree to your request, the case will be dealt with through our formal procedures. Please note that complaints about conduct that falls significantly below the standards set out in the HGI Code of Ethics and Conduct cannot be dealt with informally. For full details of complaints that fall into this category, please see **How the HGI Deals with Complaints** at: http://www.hgi.org.uk/sites/default/files/hgi/How_the_HGI_deals_with_complaints.pdf

If an informal approach appears possible, you tell us what you want the therapist to do, e.g. you may want them apologise to you, or you may wish to be referred to another HG therapist, etc

The therapist takes the required steps to redress the situation

You are satisfied with the outcome

Yes

No further action

No

Your complaint moves to our formal process

If it is not possible to complete the investigation and/or the decision stages within 20 working days, you will be informed of progress

No further action

You have a complaint about the therapeutic service, business practice or behaviour of a member of the Human Givens Institute

You put your complaint in writing, using our downloadable complaint form available at: <http://www.hgi.org.uk/sites/default/files/hgi/HGI-Complaints-Form.pdf>

You e-mail your completed complaint form as an attachment to complaints@humangivens.com or
Send a printed copy of your form to the HGI Membership Secretary, Human Givens Institute, Chalvington, East Sussex, BN27 3TD, marking the envelope 'Private and Confidential'

We acknowledge your complaint within 7 working days of receipt and decide whether to deal with it through our formal procedures, or informally

If a formal approach is required, two or more members of the RPSC investigate your complaint and compile a report. Note: Complaints about conduct that falls significantly below the standards set out in the HGI Code of Ethics and Conduct must be dealt with formally. For full details of complaints that fall into this category, please see **How the HGI Deals with Complaints** at: http://www.hgi.org.uk/sites/default/files/hgi/How_the_HGI_deals_with_complaints.pdf

On receipt of the investigation report, a panel of two or more RPSC members, including a lay member, considers the evidence and decides whether to uphold or dismiss the complaint

Within 20 working days of being told of your complaint, the RPSC informs you in writing of its decision

You are satisfied with the decision

Yes

No further action

No

If you wish, you appeal to a specially convened independent panel

If it is not possible to reach a decision within 30 working days, you will be informed in writing of the progress of your appeal

If the appeal panel concludes that the grounds for appeal meet the relevant criteria*, it considers your appeal and informs you in writing of its decision within 30 working days of receipt of your written notification of appeal

For full details of the HGI Complaints Procedure, please see **How the HGI Deals with Complaints** at: http://www.hgi.org.uk/sites/default/files/hgi/How_the_HGI_deals_with_complaints.pdf

This process will normally involve seeking further information from both you and the therapist concerned. Those members of the RPSC whose role it is to adjudicate on the complaint will not be involved in the process at this stage and will not be informed of the details of the investigation until it has been completed

Where allegations of serious misconduct (abuse of trust, breach of professional boundaries or manipulative or predatory behaviour), or professional incompetence, the Chair or Deputy Chair of the RPSC will require the adjudication panel to hold a hearing in addition to collecting written evidence. For further details of hearings, please see **How the HGI Deals with Complaints** at: http://www.hgi.org.uk/sites/default/files/hgi/How_the_HGI_deals_with_complaints.pdf

If you wish to appeal, please submit full written details of your appeal to the Membership Secretary, Human Givens Institute, Chalvington, East Sussex, BN27 3TD, Email: hgi@humangivens.com, within 30 working days of the date of the letter outlining the RPSC's decision. Please mark your communication 'Private and Confidential'

*An appeal will be considered on any of the following grounds:

- the decision of the complaint panel is not supported by the available evidence
- where misconduct has been established, the level of sanction applied to the therapist concerned does not adequately reflect the level of the misconduct
- it appears that a procedural error may have had a material impact on the findings and decision of the complaint panel
- there is new evidence which was not available to the complaint panel during its deliberations