



## HGI Complaint Information

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During the period May 2016 and April 2017, the HGI Registration and Professional Standards Committee (RPSC) received three complaints from clients of HGI Registrants. Of these, two were dealt with and resolved through the HGI's informal complaints process. As at May 2017, a third complaint is being dealt with via the formal process. Note: *How the HGI deals with complaints* (<http://www.hgi.org.uk/sites/default/files/hgi/How-the-HGI-deals-with-complaints.pdf>) explains the HGI complaints procedure in full, including the formal and informal categories.

During the same period, in response to a number of concerns and ethics-related queries that were notified, the RPSC issued additional guidance to HGI Registrants and trainee therapists on a variety of subjects, including the contents of websites and publicity material, supervision arrangements, professional indemnity insurance, the protection of client records from flood damage, and confidentiality in the context of safeguarding.

### Complaints dealt with between 2006 and April 2016

Between 2006 and 2016, the HGI Registration and Professional Standards Committee (RPSC), and its predecessor, the Ethics and Complaints Committee (ECC), dealt with some 23 complaints from clients or their relatives, together with three from other organisations/professionals. In addition, five complaints made by members of the HGI in relation to fellow members were dealt with. Total complaints received and dealt with in the period 2006-2016: 30. Of these:

- 6 complaints were upheld and appropriate remedial action taken;
- 15 complaints were not upheld, there being insufficient grounds to do so;
- 7 complaints were not followed through since the complainants did not pursue their concern, being content to bring the matter to the attention of the HGI only. Notes: a) The complainants were given the opportunity to pursue the complaints but did not wish to do so; b) Where complainants provided the name of the therapist concerned, the matter

was raised with them and a response required;

- 2 complaints were inapplicable to the HGI, both relating to therapists who were neither trained in the human givens approach nor registered with the HGI;
- Note: 1 further complaint proved not possible to pursue since the therapist, who by the time of the complaint was no longer a member of the HGI, did not respond to the ECC's letters.