



COSCA (Counselling & Psychotherapy in Scotland)
16 Melville Terrace | Stirling | FK8 2NE
t 01786 475 140 Fax: 01786 446 207
e: info@cosca.org.uk w: www.cosca.org.uk

Complaints or Feedback about COSCA (Counselling & Psychotherapy in Scotland)

What are the Aims of COSCA (Counselling & Psychotherapy in Scotland)?

COSCA (Counselling & Psychotherapy in Scotland) aims to provide high quality services at all times. If you are unhappy with the services provided by COSCA, please let us know so that we can try to resolve the situation.

What can I do before submitting a formal complaint?

Before making a complaint about the services delivered by COSCA, you are encouraged to discuss any concerns directly with the person who delivered the service first. Only after doing so, should you consider submitting a formal complaint to COSCA.

Who can complain?

Complaints can be made by people if they are unhappy with the service provided by COSCA (Counselling & Psychotherapy in Scotland) or anyone carrying out work on COSCA's behalf.

If an anonymous complaint is submitted, the information received will be assessed by the Chief Executive to determine whether the information is independently verifiable. If this is the case, he/she may decide to consider the complaint. If the information is not independently verifiable, then the anonymous complaint cannot be considered if the complainant insists on maintaining his/her anonymity. The information submitted, however, will be securely held for a period of 3 months.

An appropriately authorised representative e.g. personal tutors, social workers, and legal guardians can complain on behalf of a minor and/or an adult lacking capacity.

Third parties who can evidence that they have been affected can submit a complaint.

Can I complain about services delivered by former staff and/or deceased individuals?

COSCA can investigate complaints involving former staff and/or deceased individuals who carried out work for COSCA. In doing so, it should be noted that the named individual(s) will not be investigated. Instead, the role of COSCA in the complaint will be investigated.

Is there a time limit?

Complaints should normally be made in writing within 3 months of the concern arising. When it is not possible for the complainant to submit the complaint in writing, the Chief Executive will make special arrangements for the submission of the complaint. If the complainant is unable to submit the complaint within the above period then a request for an extension should be made to the Chief Executive, or the Vice Chair in the event that the complaint is against the Chief Executive, within this period of 3 months.

How do I complain?

Normally, the complaint must be made in writing using the Complaints Form below, which needs to be signed and dated. Where this is not possible for the complainant, the Chief Executive will make special arrangements for the submission of the Complaints Form e.g. if possible, the Form will be made available in other languages and formats on request, help will be offered to understand the complaints system, and/or information will be given on how to contact external sources of help. This Form asks you to give us your name, address, phone number, and details of your complaint. You should also give details of what has already happened in respect of your complaint and with whom you have dealt.

Who do I submit my complaint to?

Complaints should normally be sent to the Chief Executive of COSCA, 16 Melville Terrace, Stirling FK8 2NE, marked 'Private and Confidential' or by email – for contact details of the Chief Executive see www.cosca.org.uk.

When a complaint is against the Chief Executive, it should be submitted to the Vice Chair of COSCA at the above address, marked 'Private and Confidential'.

All complaints will be treated confidentially and can be halted if legal proceedings are on-going or planned to take place in the future. All parties have the right to declare a conflict of interest at any point in the procedure to the Chief Executive.

What happens to my complaint?

The complaint will be acknowledged in writing within 15 working days depending on holidays and/or availability of the Chief Executive.

The Chief Executive will normally investigate the complaint. Further contact may be made with the complainant during the investigation stage. If appropriate, any necessary internal action will be taken e.g. discussion with the person complained against about the complaint under investigation. The Chief Executive can decide to consult other suitable person(s) or organisations about the complaint. The Chief Executive may delegate authority to investigate and respond in his/her absence, unavailability, to ensure impartiality or for another relevant reason to another suitable person (s). The Chief Executive will also ensure that the person complained against does not investigate the complaint.

When a complaint is submitted against the Chief Executive, the Vice Chair of COSCA will carry out the same functions and has the same role as detailed above in respect of the Chief Executive.

During the investigation, contact may be made with the complainant for further information about issues raised in the complaint. In the event that the complainant does not respond to the above contact within 4 weeks, the complaint will be treated as if is an anonymous complaint. The complainant will be advised of the outcome of the investigation within 3 weeks of its completion, including any sanctions applied, who would impose and communicate them, and how the fulfilment of them would be monitored. Sanctions may include: training in a relevant area, increased supervision, review of responsibilities, and referral of complaint onto COSCA's disciplinary procedure.

Can I appeal the above outcome?

If you wish to appeal the outcome of the investigation of your complaint you can do so on any of the following grounds:

- that the decision may have been affected by a failure to follow the relevant procedures and/or guidelines
- that there is new evidence and/or information that was not known to COSCA and to you that might have influenced the decision had it been available when the decision was made
- that the evidence did not warrant the decision made
- that any sanction(s) applied is disproportionate to the evidence provided and that it is unjust in the circumstances.

You can submit your appeal in writing within 4 weeks of being advised of the outcome of the investigation of your complaint. Your appeal needs to be submitted to the Chair of COSCA at COSCA's address, and the envelope should be marked 'private and confidential'

The Chair will:

- acknowledge receipt of your appeal within 4 weeks of receipt, and will inform you about when you will hear about the outcome of your appeal. The Chair can decide to consult other suitable person(s) or organisations about the appeal. The Chair may delegate authority to investigate and respond in his/her absence, unavailability, to ensure impartiality or for another relevant reason to another suitable person (s). The Chair will also ensure that the person complained against does not investigate the appeal. During the appeal stage, contact may be made with the complainant for further information about issues raised in the appeal
- will aim to inform you will in writing of the outcome decision within a period of 4 weeks. The Chair's decision is final on the complaint. After this, COSCA will acknowledge any further correspondence from you but, unless the information raises new issues that are considered significant, no further replies will be sent to you.

What if my behaviour is unacceptable?

In the event that action has been taken to terminate all direct contact with an individual under COSCA's internal Unacceptable Behaviour Guideline, any complaint against COSCA staff, volunteers or other workers submitted by the individual may not be considered.

Who do I send feedback to?

COSCA would like to hear about your positive or negative experiences of the services we deliver. You can send comments, compliments and suggestions to the person you usually deal with in COSCA.

Brian Magee
Chief Executive
COSCA (Counselling & Psychotherapy in Scotland)
March 2019



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COMPLAINT ABOUT THE SERVICES DELIVERED BY COSCA (COUNSELLING & PSYCHOTHERAPY IN SCOTLAND)

Please note, the information provided below can be passed on to those cited in the complaint.

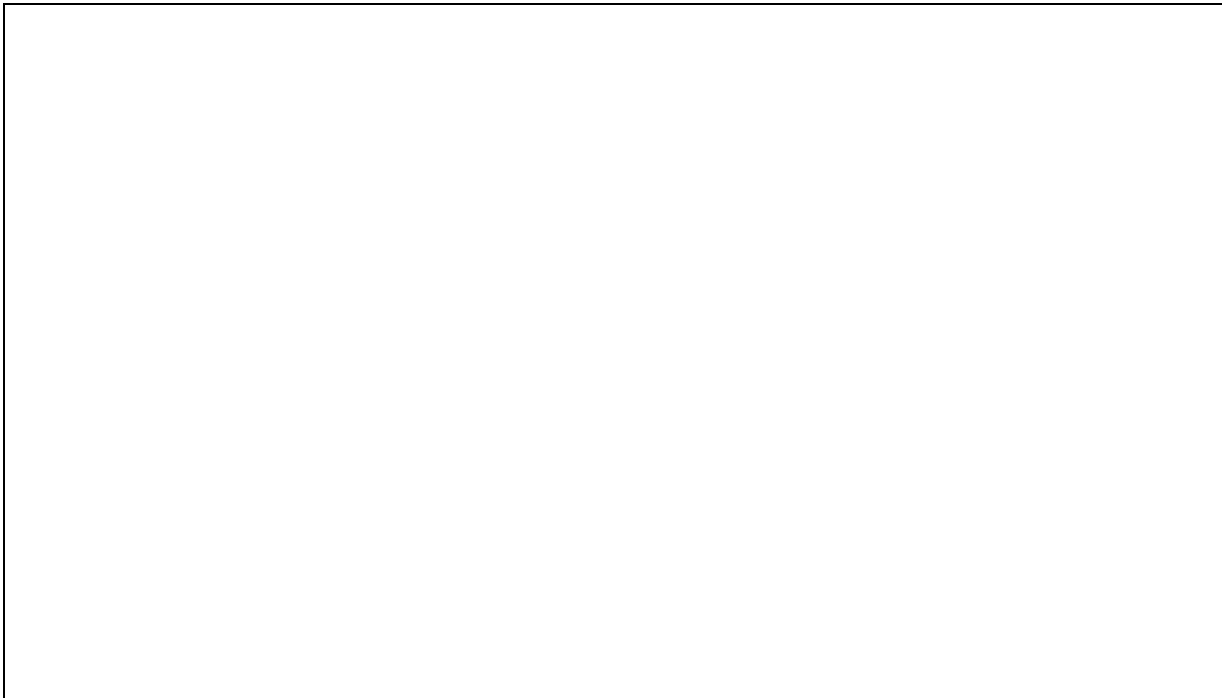
DETAILS OF SERVICE DELIVERED

Service delivered:

Name and role of any individuals involved in the delivery of the above service:

Summary of complaint, including:

- dates of events
- parties involved
- reason for complaint
- impact of above events
- what should have been done differently
- possible results of complaint being submitted



Supporting evidence included e.g. documents, emails, etc.



YOUR NAME AND CONTACT DETAILS (Complainant)

Title	First Name	Surname

YOUR ADDRESS

Street
Town
Post Code

YOUR TELEPHONE NUMBER

--

YOUR EMAIL ADDRESS

--

Signature
Print Name
Date

Anonymous Complaint by Complainant

Is your Complaint anonymous?

Yes No

COMPLAINT SUBMITTED BY THIRD PARTY

Name and Contact Details of Third Party

YOUR NAME

Title	First Name	Surname

YOUR ADDRESS

Street
Town
Post Code

YOUR TELEPHONE NUMBER

--

YOUR EMAIL ADDRESS

--

Signature
Print Name
Date

Anonymous Complaint by Third Party

Is your Complaint anonymous?

Yes No

COMPLAINT SUBMITTED BY REPRESENTATIVE

Name and Contact Details of Representative

YOUR NAME

Title	First Name	Surname

YOUR ADDRESS

Street
Town
Post Code

YOUR TELEPHONE NUMBER

--

YOUR EMAIL ADDRESS

--

Signature
Print Name
Date

Anonymous Complaint by Representative

Is your Complaint anonymous?

Yes No

- I would like the Chief Executive (or Vice Chair if complaint is against the Chief Executive) to investigate my complaint as outlined in the above procedure.
- To the best of my knowledge, everything I have stated above is correct.
- I understand that to help resolve my complaint, you will need to process my personal details, pass on details of my complaint to the parties complained against, and, if appropriate, to those appointed/consulted to work on the complaint.

Please return this form, marked Private and Confidential, to:

The Chief Executive, COSCA (Counselling & Psychotherapy in Scotland), 16 Melville Terrace, Stirling FK8 2NE.

If the complaint is against the Chief Executive, please return this form, marked Private and Confidential, to:

The Vice Chair, COSCA (Counselling & Psychotherapy in Scotland), 16 Melville Terrace, Stirling FK8 2NE.