



**COSCA (Counselling & Psychotherapy in Scotland)**  
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## **COSCA Guidance on Complaints Handling Record**

Member organisations and individual members who have their own complaints procedure are required to keep a log of complaints submitted to them for monitoring purposes.

Those selected for annual audit will be required to submit a copy of the above record.

A complaints log should include the following information:

- date of each complaint received
- the subject matter and outcome of each complaint, including whether the complaint was upheld and, if so, the sanctions applied
- details of the outcome of the complaint being sent to COSCA
- details of professional and statutory bodies notified about the outcome of the complaint
- details of the reasons for a delay where an investigation took longer than the time allocated in the organisation's complaints procedure
- the date(s) that the report of the outcome of the investigation was sent to the complainant and other relevant parties
- a summary of any matters of importance to the organisation in the complaints themselves or in the way that the complaints were handled
- a summary of any matters where action has been or is to be taken to improve services as a consequence of any complaints

## **Reporting Complaints to COSCA**

In the event of handling a complaint, member organisations and individual members who have their own complaints procedure are reminded that they are required to prepare a report for COSCA as laid down in the COSCA's Complaints Procedure. Please see this procedure on COSCA's website under complaints. [www.cosca.org.uk](http://www.cosca.org.uk)

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