



COSCA Complaints Procedure (Summary)

Who can complain?

Members of the public or members of COSCA (Counselling & Psychotherapy in Scotland) who are currently seeking, receiving or have received a service provided by a member of COSCA can make a complaint against that member.

Before making a complaint

Where the complaint is against an organisational member of COSCA or an individual working for an organisational member, the organisation's or individual's internal complaints process must be exhausted before approaching COSCA.

Where the complaint is against an individual member of COSCA, and that individual member does not have a complaints procedure, the complaint can be submitted directly to COSCA.

How to complain

Normally, the complaint must be made in writing using the *Proforma for Submitting a Complaint to COSCA* and within the procedures laid down in the COSCA Complaints Procedure (see www.cosca.org.uk under ethics).

The above proforma can be obtained from COSCA. This must be completed and sent, signed, dated and marked 'private and confidential' to the Chief Executive, COSCA (Counselling & Psychotherapy in Scotland), 16 Melville Terrace, Stirling FK8 2NE.

A complaint can be submitted within 3 years of the alleged breach of the COSCA Statement of Ethics and Code of Practice.

The complaint must:

- identify the member(s) complained against
- whether the complaint is against an individual or organisational member
- the part(s) of the Statement of Ethics and Code of Practice which have been breached
- how the above part(s) of the Statement, etc., have been breached
- provide evidence that when the complaint is against an organisation or its staff that its complaints procedure has been exhausted

Responding to complaints

The Chief Executive will acknowledge receipt of a complaint to the complainant and send a copy of it to the member(s) complained against.

The complaint will then be passed to COSCA's Ethics Committee to decide whether there is a case to answer and/or if further evidence is required from the parties involved.

In the event that the Ethics Committee decides that there is a case to answer the complaint will be passed to COSCA's Complaints Panel and it will decide whether or not the complaint is upheld. All parties involved in the complaint will be kept informed about what is required of them and about the different stages of the complaint procedure.

Outcome

COSCA can make decisions of sanctions against a member of COSCA in the event of a complaint being upheld. All parties involved in the complaint will be informed in writing of the outcome of the complaint procedure.

COSCA (Counselling & Psychotherapy in Scotland)

16 Melville Terrace | Stirling | FK8 2NE

T: 01786 475 140 F: 01786 446 207

E: info@cosca.org.uk

W: www.cosca.org.uk

Charity Registered in Scotland No. SC018887

Charitable Company Limited by Guarantee Registered in Scotland No. 142360