



COSCA COMPLAINTS PROCEDURE

How to Submit a Complaint against Members of COSCA

1. Complaints against individual members of COSCA covered under COSCA's Complaints Procedure

COSCA (Counselling & Psychotherapy in Scotland) requires the completion and submission of the *Summary of Complaint Form* attached below by anyone wishing to complain about an individual member covered under COSCA's Complaints Procedure (see a copy of the Procedure on our website) and who does not have their own complaints procedure.

In order that COSCA can fully deal with complaints, COSCA may need to ask the above COSCA member complained against to answer questions related to the complaint. To enable COSCA to do this without the COSCA member breaching confidentiality, COSCA requires written consent from the complainant for:

- COSCA to ask questions of the COSCA member about his/her behaviour in respect of the complaint
- the COSCA member to disclose confidential and other information pertinent to the questions asked by COSCA in relation to the complaint.

What is subsequently disclosed by the COSCA member will be held confidential by the Complaints Panel. In the event that the complainer does not give the above consent, then the complaint cannot proceed. Please see Section 8 below.

It should, therefore, be noted that complainants are required to sign the above form to give COSCA permission to circulate it, and any enclosed supporting evidence, to all parties cited in the complaint and to those handling the complaint. Please see Section 7 below.

2. Complaints against organisational members of COSCA and individual members who have their own complaints procedure

Complaints can also be submitted against organisational members of COSCA (Counselling & Psychotherapy in Scotland) and individual members who have their own complaints procedure – see COSCA's Complaints Procedure for details of the procedures involved.

These complaints can only be submitted after the complaints procedures of the above members have been exhausted and the complainant remains dissatisfied. A time limit of **one month** from the time the complainant was informed about the outcome of his/her appeal under the member's complaints procedure is allowed for the above complaint to be submitted to COSCA.

In this event, the role of COSCA is to verify:

- that the above members' procedures have been followed and that there has not been a breach of the COSCA Statement of Ethics and Code of Practice in the course of investigating the complaint
- that the outcome of their procedures is not unlawful, unreasonable, unjust, oppressive, discriminatory or otherwise wrong
- that the above outcome is based on policies and practices that are not unreasonable, unjust, oppressive or discriminatory
- that the above outcome was explained properly to the complainant.

Please note that it is not COSCA's role to investigate the original complaint submitted to the Member Organisation or individual members with their own complaints procedures. If your complaint is against one of the above members, please complete Section 3 and not Section 4 in the Submission of Complaint Form below and all the other sections.

If your complaint is against an organisational member or an individual member who has their own complaints procedure, following the exhaustion of their complaints procedure, please complete **Section 3** and not Section 4 below.

3. Resources and Information

COSCA provides a range of information for those submitting a complaint. Please see our website under complaints.

4. Before submitting a complaint

Before submitting your complaint directly to COSCA or to a member organisation or individual member who has their own complaints procedure, you can contact COSCA's Chief Executive for further advice, information and support:

Brian Magee
Chief Executive
COSCA (Counselling & Psychotherapy in Scotland)
16 Melville Terrace | Stirling | FK8 2NE
T: 01786 475 140
E: info@cosca.org.uk
W: www.cosca.org.uk

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

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Charitable Company Limited by Guarantee Registered in Scotland No. 142360



COSCA COMPLAINTS PROCEDURE

SUMMARY OF COMPLAINT FORM

1.DETAILS of COMPLAINANT:

Name:	
Address:	
Telephone No:	
Email:	
If you are a member of COSCA, please give your membership number:	
Contact with COSCA member complained against, e.g. client, student, etc:	

2. DETAILS OF PARTY COMPLAINED AGAINST: (Please tick as appropriate)

Individual Member of COSCA with own complaints procedure

Organisational Member of COSCA with own complaints procedure

Individual Member of COSCA covered under COSCA's complaints procedure

Name(s) of Individual(s):	
Name of Organisation (if relevant):	
Organisation's Contact Person:	
COSCA Membership Number (if known):	
Address:	
Telephone No:	
Email:	

3. Organisational Members of COSCA and Individual Members with own complaints procedures

3.1. Where the complaint is against an organisational member of COSCA, or an individual member who has his/her own complaints procedure, the organisation's own complaints procedure needs to have been exhausted.

If your complaint is against one of the above members, please attach with this document written evidence of the exhaustion of the Organisation's Complaints Procedure, including giving the date below when it was completed. This is the date when the outcome of an appeal under the member's complaints procedure was notified to you.

- Date of Exhaustion of Complaints Procedure:

- Written Evidence of Exhaustion attached:

3.2 The role of COSCA is to verify that the above members' procedures have been followed and that there has not been a breach of the COSCA Statement of Ethics and Code of Practice in the course of investigating the complaint.

Please indicate below the paragraph(s) in the COSCA Statement of Ethics and Code of Practice that, in your view, has/have been breached in the course of its investigation of your complaint.

Sections of Statement of Ethics and Code of Practice Breached	Paragraph(s) Breached	Date of Breach
1. Introduction		
2. Competence		
3. Contracts		
4. Safety		
5. Confidentiality		
6. Conflicts of Interest		
7. Exploitation		
8. Client-work Supervision		
9. Advertising and Publicity		
10. Professional Responsibilities		

3.3 Please indicate below if in your view:

- the outcome of the member's procedures was unlawful, unreasonable, unjust, oppressive, discriminatory or otherwise wrong

- that the above outcome was based on policies and practices that are unreasonable, unjust, oppressive or discriminatory

- that the above outcome was not explained properly to you.

4. Individual Members of COSCA covered under COSCA’s Complaints Procedure

4.1 If your complaint is against an Individual Member of COSCA who does not have their own complaints procedure and is covered under COSCA’s complaints procedure, please indicate the paragraph(s) in the COSCA Statement of Ethics and Code of Practice that in your view has/have been breached.

Sections of Statement of Ethics and Code of Practice Breached	Paragraph(s) Breached	Date of Breach
2. Introduction		
4. Competence		
5. Contracts		
4. Safety		
7. Confidentiality		

8. Conflicts of Interest		
11. Exploitation		
12. Client-work Supervision		
13. Advertising and Publicity		
14. Professional Responsibilities		

4.2 Please provide a summary of your complaint (maximum 500 word) below of how, in your view, the COSCA Statement of Ethics and Code of Practice has been breached.

Summary of Complaint (maximum of 500 words)

5. ENCLOSURES

Please detail below the enclosures submitted with your Complaint and which you agree to have circulated to all parties cited in your complaint and the COSCA Complaints Panel.

Please also indicate, where appropriate, which breaches of the Statement of Ethics and Code of Practice your enclosure(s) relate to.

List of enclosures:

6. CIRCULATION PERMISSION TO COSCA

I hereby give permission to COSCA (Counselling & Psychotherapy in Scotland) to circulate the enclosed copy of my *Summary of Complaint Form*, and all enclosed supporting evidence cited in your *Summary of Complaint Form*, to all parties cited in my complaint and to those handling the complaint.

Name:

Signature:

Date:

7. CONSENT FOR DISCLOSURE

I hereby give permission to COSCA (Counselling & Psychotherapy in Scotland) to ask questions of the COSCA member complained against in relation to this complaint.

I give consent for the COSCA member to disclose confidential and other information pertinent to the questions asked by COSCA in relation to this complaint.

Name:

Signature:

Date:

8. HELP WITH COMPLETING INFORMATION REQUIRED BY COSCA

If you need support or help with submitting this application, you may wish to contact the Citizens Advice Bureau, Community Care Legal and Advice centres, your Trade Union, etc.

Please return the Summary of Complaint by Complainant Form, marked Private and Confidential to:

Brian Magee
Chief Executive
COSCA (Counselling & Psychotherapy in Scotland)
16 Melville Terrace | Stirling | FK8 2NE
T: 01786 475 140
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W: www.cosca.org.uk