



COMPLAINTS PROCEDURE

Please note: As from 1st October 2013, for those NRHP members who are also UKCP registered, any complaint will be dealt with by UKCP under their Central Complaints Procedure (CCP), and not by this Complaints Procedure.

Therapists must advise clients wishing to make a complaint that they must contact the NRHP. Full details of the NRHP complaints policy and procedure can be obtained on request.

All complaints against members, other than those being dealt with by Courts of Law, will be dealt with by the Board of Directors or on the recommendations of any Disciplinary Body established by the Board of Directors.

On receiving a complaint against any therapist, the complainant will be asked to submit, in writing, full details of the complaint (if this has not already been done) within 21 days. (If a complaint is not progressed within 21 days of formal acknowledgement from NRHP, that complaint is deemed to have been withdrawn.) The complainant must be informed, also in writing, that although the Board of Directors is prepared to respect confidentiality and to note the nature of the complaint, it cannot proceed against any therapist unless the full nature of the complaint and the name of the complainant be made known to the therapist.

If the complainant wishes to proceed with the matter, the therapist concerned will be fully informed of the complaint, in writing, and be invited to make any comment he/she so wishes. Having given a reasonable time for a reply to be received, no more than 21 days, all the details will be put before the Ethics Committee for its initial consideration. Depending on the circumstances, the Board of Directors may, at this stage, ask one of its members to liaise with the complainant and the therapist to investigate the possibility of mediation, before proceeding further.

Should the Ethics Committee thereafter decide that a prima facie case has been established, it will so notify the parties concerned. Arrangements will then be made for a formal hearing of the case within a period of four weeks. A Disciplinary Body consisting of at least three members of the Board of Directors or their representatives will be appointed to conduct the hearing. Both the complainant and the therapist will be informed of this hearing and be invited to attend in person and to bring along any witnesses and/or be professionally represented, if they so wish. Failure of the respondent to attend the hearing without due cause and notice may lead to forfeiture of membership, and the hearing taking place in their absence. Within a period of three weeks after the formal hearing the Board of Directors will receive the findings of the Disciplinary Body and, having confirmed them, decide on any further action to be taken. All decisions will be conveyed to both complainant and therapist in writing.

In the event of either party not being satisfied with the decision arrived at, a Final Review by the Board of Directors itself may be requested. Representations must be made in writing within 21 days giving the reasons for the request. The Board will review these along with the recommendations presented earlier by the Disciplinary Body. Normally, only representations regarding the correct application of the Complaints Procedure will be entertained. A Final Decision will then be communicated. (These review proceedings will not involve those Board Members who served on the earlier Disciplinary Body.)

The resignation of a member shall not be allowed to impede the process of any investigation as long as the alleged offence took place during that person's membership.

Other Complaints by Members

Other than as dealt with above, there may be circumstances in which a member of NRHP may wish to raise a complaint or grievance regarding the application of this guide, to his or her particular case. In the first place, NRHP Members are strongly encouraged to seek resolution of the problem by direct discussion with the Officers of the NRHP. If, in the event, the matter is not so resolved, appeal may be made to the Board of Directors who will appoint three of its Members to examine the case, either by correspondence or by a hearing, and to give a ruling. If it should then be so requested by the complainant, a Final Appeal to the full Board of Directors will be permitted (excluding those members involved in the previous stage).