

## IPSS Policy Statement on Complaints against a Psychotherapist. (2017)

IPSS no longer has responsibility for dealing with complaints against its members. This is dealt with through the UKCP Common Complaints Process (CCP). All processing and adjudicating upon a complaint against a psychotherapist is conducted centrally by UKCP under the rules of the CCP, along with the enforcing of any requirements or sanctions that are decided upon. As a Member Organisation of UKCP, IPSS is bound to support UKCP in pursuing any requirements of a member and the implementation of any sanctions against a member under a CCP ruling.

IPSS through its Ethics Committee may offer support and guidance to a member subject to a complaint and the first point of contact would be the Administrator who will then forward an enquiry from a member to the Chair of Ethics Committee. However IPSS is in no position to engage with the processing of that complaint or its resolution. Information on the UKCP CCP can be found in the UKCP document attached as **IPSS Policy Statement on Complaints against a Psychotherapist Appendix 1. "The UKCP Complaints and Conduct Process Guidance for psychotherapists" Leaflet.**

The document states in its introduction.

"Launched in December 2012, UKCP's CCP is designed to process complaints about psychotherapists and psychotherapeutic counsellors who are – or have recently been – on UKCP's register. Since 1 October 2013, any complaints which raise issues about your suitability to be on the register are dealt with under the CCP. UKCP also offers an informal process for raising a concern about a therapist. The informal process is alternative dispute resolution (ADR)."

IPSS is in the process of ensuring that all of its Codes of practice and guidance are updated in line with the new UKCP Common Ethics Policy.