



Marjon Counselling Clinic **Policies and Procedures**

Complaints

The MCC's Complaints Policy aims to align with the following policies:

- The PMU SRF
- SHW Student Code of Conduct: For Students and Apprentices on Health Professions, Health Science and Nursing Programmes
- BACP's Making a Complaint – A Guide to BACP's Professional Conduct Procedure
- The PACH05/PACMO1 Placement Agreement
- The PMU WBPL Policy
- The PMU Staff Code of Conduct
- PMU Whistleblowing Policy

Client Concerns about a Student or Clinic Staff Member

- Should clients wish to make a complaint of any nature they can contact the Clinic Manager/Deputy via email or telephone. Alternatively, clients can complete our feedback form available on the clinic webpage.
- Should the concern relate to the Clinic Manager/Deputy, the concern should be reported to the universities DSO/ADSO and Course Lead.
- All clients have access to information regarding the clinic's complaints procedure, through the clinic's webpage, the counselling contract, and clinic information document. Clients can also request for a copy of the complaints procedure to be emailed to them.
- All clients are also provided with web addresses to access the ethical frameworks of the BACP and NCPS.

What happens to complaints made by clients?

The Clinic Manager/Deputy will log the complaint and will attempt to resolve the issue. The Clinic Manager/Deputy will investigate your complaint during the following few days and will aim to:

- Find out what happened and what went wrong.
- Make sure you receive an explanation and apology, if this is appropriate.
- Deal with your complaint and reach an amicable solution.
- Identify what we can do as a practice to ensure that this problem does not arise again.

If the complaint is of a more serious nature, the Clinic Manager/Deputy will follow the processes outlined in the MCC's Safeguarding, Fitness to Practice and Code of Conduct policies.

If the client is not satisfied with the outcome, they can get in touch with the BACP or the NCPS.

- BACP Member Complaints: <https://www.bacp.co.uk/about-us/protecting-the-public/professional-conduct/how-to-complain-about-a-bacp-member/>
- NCPS Member Complaints: <https://nationalcounsellingsociety.org/have-a-concern/concerns-and-complaints-about-an-organisational-member>

Should the complaint relate to the Clinic Manager/Deputy, the concern should be reported to the DSO/ADSO and Course Lead. The University Staff Code of Conduct, Safeguarding and Disciplinary Policy and Procedure will be followed.

Our promise to clients is that we shall:

- Treat their complaints seriously.
- Work to resolve their complaints promptly and in confidence.
- Learn lessons and use them to review and where appropriate improve our service.

Client Concerns about a University Staff Member

- If a client has concerns about a university staff member external to the MCC. The client can report the concern to the Clinic Manager/Deputy as detailed above. The Clinic Manager/Deputy will share this information with the appropriate staff member/team, this may include the University DSO, their Line Manager or the People Team. The University Staff Code of Conduct, Safeguarding and Disciplinary Policy and Procedure will be followed.

Clinic Staff Concerns about Students on Placement

- Where the clinic has concerns regarding the behaviour of a student the Clinic Manager/Deputy will liaise with the students' Placement Coordinator and in consultation with determine the need for investigation. Clinic staff should also refer to the clinic's Code of Conduct, Fitness to Practice and Safeguarding Policy regarding concerns about students.

Student Concerns about their Placement Provider/Clinic Staff Members

- Students should contact their Placement Coordinator and follow placement concerns guidance as per their University Placement Agreement and/or Handbook.

Organisational Concerns about University Staff, Clinic Staff or Students

- If an organisation has a concern regarding the conduct of a clinic staff member or university staff member, the concern must be reported to the DSO/ADSO and Course Lead. The Director / Dean of the school will then raise these concerns with the DSO and the University Safeguarding Procedures and Disciplinary Policy and

Procedures will be followed. The school's Director/Dean will provide feedback on any misconduct investigation.

- If an organisation has a concern about a student, they must report this concern to the Clinic Manager/Deputy. MCC's Safeguarding, Fitness to Practice and Code of Conduct policies are to be followed.
- No further visits to settings will be undertaken by this member of staff or student until such a time as the Misconduct process has been completed.

Clinic Staff Concerns about other University Staff Members

- Clinic staff should refer to the PMU Whistleblowing policy should they wish to make a complaint about another university staff member. In the first instance, the clinic staff member may wish to discuss the issue with their Line Manager or the People Team.