

## **TCCTP Complaints Policy**

### **Introduction**

At TCCTP we are committed to maintaining standards across our services so that the public can have confidence in us, our services and training. The Centre for Creative Therapeutic Practice's (TCCTP) policy is available to all candidates. This TCCTP policy explains when, to whom and how to make a complaint. We strongly recommend that you make every effort to resolve things informally first as this could be the most productive way forward.

### **Scope and Limitations of the Complaints Procedure**

TCCTP will investigate:

- Any aspect of your learning experience, including fees
- Decisions about admission to/exclusion from a training course

### **Complaints Against TCCTP**

Complaints against TCCTP are taken very seriously. A formal complaint against TCCTP must be submitted, signed, and dated, within 40 working days from the date of the incident that gave rise to it. It will be considered by a panel of senior staff who are not directly involved with the complaint and may involve an external consultant. You will receive a formal response; see below for time scales.

### **How to Make a Complaint**

A complaints form is attached to this policy and will guide you towards providing us with the most helpful information. If you prefer, though, you can write to us (head your letter 'formal letter of complaint'), including the following information:

- Name, position and contact details of who is bringing the complaint;
- Name and position of who is the subject of the complaint;
- A clear description of the complaint and summary of the facts including a timeline;
- And, importantly, what you hope to achieve from the complaint.

When a complaint is formal, whether it is directed at TCCTP or is a review of a complaint against a centre, we ask for all contact to be in writing (email is accepted) so that we can track all correspondence accurately. Please note that if you appoint legal counsel to represent you in your complaint, future correspondence will normally be addressed to your representative and we will be unable to engage directly with you in further discussion.

### **TCCTP's Response to a Complaint**

On receipt of a formal letter of complaint (or complaints form):

- Within 10 working days - TCCTP will acknowledge receipt. We will appoint a panel, made up of senior staff who aren't directly involved with the complaint. The panel will include core members plus any staff who may need to have an input and may include an independent

consultant. The panel will look at each aspect of your complaint and investigate further if appropriate.

- Within 15 working days – we will let you know if the complaint is outside our remit, and why.
- Within 40 working days – we expect to have completed the complaints procedure.

If we aren't able to meet any of these deadlines, we will keep you informed of progress.

At the end of the panel's investigation, we will send you a formal letter giving you the panel's findings

### Appeals

We will accept an appeal against the panel's response within a total of 30 working days from the date of our formal outcome letter. The appeal will be heard by senior staff not previously involved in the complaint and will determine whether the correct processes were followed. The same time scales for the appeal will apply as for the original complaint.

Formal complaints must be submitted in writing. Email is acceptable. You will see the form below.

The Centre for Creative Therapeutic Practice, January 2024.

<b>Complaints Form</b>	<b>Formal complaints must be submitted in writing. Email is acceptable.</b>
<b>Your Details</b>	
<b>Name</b>	
<b>Address</b>	
<b>Registered Centre</b>	
<b>Position</b>	
<b>Telephone</b>	
<b>Email</b>	
<b>Who is the subject of your complaint?</b>	
<b>CCTP Other</b>	If "other", please give details:
<b>Name</b>	
<b>Address</b>	
<b>Position</b>	
<b>Your complaint – use extra paper if you need more space</b>	
<b>1. Please tell us about your complaint</b>  <i>Please give factual evidence such as names of witnesses, dates, times and dates, supporting statements etc.</i>	

<p><b>2. What <i>informal</i> steps have you already taken to resolve the problem?</b></p> <p><i>Please give the names of people you have approached for help. What was the outcome?</i></p>	
<p><b>3. If your complaint was against a centre or its staff, what <i>formal</i> steps have they taken?</b></p> <p><i>Please include as many details as possible such as dates, names of staff contacted etc.</i></p>	
<p><b>5. Do you have any other information to support your complaint?</b></p> <p><i>Please give a list of your supporting documents here.</i></p>	
<p><b>6. If your complaint is upheld, what would you like to achieve as a result?</b></p> <p><i>Please be as clear as possible about what you are hoping to achieve from your complaint.</i></p>	
<p><b>Signed</b></p>	
<p><b>Date</b></p>	

Please complete all sections (use extra paper if you need it) as fully as you can and send to:  
hello@tcctp.org