



Scarborough Counselling & Psychotherapy Training Institute

## **GRIEVANCE POLICY AND PROCEDURE**

### **Grievance Procedure**

It is recognised that grievances can arise when a student, trainee, trainer or staff member is unhappy with certain aspects of the course, students, staff, trainers or the organisation itself. A speedy resolution of such grievances is in the interests of all concerned. This procedure aims to bring about the rapid resolution of grievances, without recourse to formal proceedings wherever possible. Nothing in this procedure impinges on the legal rights or obligations of staff, members of the public, trainers or students.

Grievances will be regarded as confidential; individuals concerned will need to be interviewed if the grievance is to be resolved.

Grievances which are anonymous or based on hearsay cannot be investigated.

SCPTI reserves the right to take disciplinary action against any person whose grievance is found to be based on false allegations. Each case is dealt with impartially and on its own merits.

### **Informal procedure**

Before invoking the formal procedure, every effort should be made to resolve the issue informally by raising concerns with the person(s) involved or with the clinical director, or the student's personal tutor. If this does not lead to a satisfactory outcome, the formal grievance procedure may be invoked. If the grievance has been resolved informally, no record will be kept on file unless both parties wish to have it noted.

### **Formal Procedure**

#### **Students**

If the matter has not been resolved informally to everyone's satisfaction, an impartial member of SCPTI will be appointed to establish the nature of the grievance. They will complete the Grievance Form which is to be signed by those concerned confirming it is accurate. This form will be passed to the Quality & Ethics Committee at SCPTI; they may convene an extraordinary meeting, and investigate the matter through SCPTI's complaints procedure. If the grievance is against another student, the Grievance Form will be submitted within two working days to the tutor. The tutor will acknowledge this within five working days and pass it to the Quality & Ethics Committee for an investigation. Following investigation, written notification of the outcome will be given as soon as possible, normally within 15 working days of receipt of the grievance. The written notification will

include reasons for the outcome, any right of appeal and an explanation of the appeal procedure. If the grievance is against a member of staff or trainer, it will be referred immediately to the Quality & Ethics Committee who will follow the SCPTI's complaints procedure. If a conflict of interest were to exist, the complaint would be passed to an external moderator.

### **Trainers and Members of Staff**

Trainers and members of staff are required to follow the above informal procedure and report the grievance to the Executive Directors who will refer it to the Quality & Ethics Committee.

### **Members of the Public**

Members of the public can forward their grievance to the Quality & Ethics Committee. There will be an extraordinary meeting by the committee within four weeks of receiving the written grievance. The complainant will be informed of the outcome within four weeks of this meeting.

### **Appeals**

If an appeal is to be made against the outcome of a grievance, this should be done in writing within ten working days of the notification of the decision. The outcome of the appeal will be notified in writing within a further ten working days. A complainant has the right to seek advice from outside SCPTI at any stage of the proceedings.

### **Monitoring**

The outcome of investigations and responses to grievances will be monitored by the Executive Directors of SCPTI. This policy is regularly reviewed every 18 months.

Revised September 2022.



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**Grievance Form**

Incident Date: .....

Incident Time: .....

Reported to: .....

Complainant's Details: Name: .....

Address: .....

.....

Tel: .....

Course Title (if applicable): .....

Trainer (if applicable): .....

Complainant given information about procedure: Y N

Full details of the complaint including date and time and place.

I agree that this is an accurate record.

Signed..... (Complainant) (use separate page if required)

Action

Complainant's preferred next steps:

Steps taken to resolve informally:

Actions taken:

Sent to: .....

Signed (Recorder)..... Date: .....

Signed ..... (Member) .....

Signed ..... (Member) .....

Signed ..... (Quality & Ethics Committee): .....