



Introduction

The following procedure is designed to provide a framework to enable external agencies or clients of the service provided by a member of Oxford Psychodrama Group to make complaints about the service they are receiving.

The complaint can be taken up in 2 ways under the structure of Oxford Psychodrama Group, but if the complainant considers there is a breach of the British Psychodrama Association Code of Conduct, they are also at liberty to take the matter direct to the Professional Conduct Committee of the B.P.A.

This procedure does not cover the handling of grievance or disciplinary matters.

Complaints Procedure

- **Stage 1:**

Where possible make your complaint directly to the person involved in an attempt to come to some resolution.

- **Stage 2:**

If unresolved at stage 1:

- If the complaint is with a trainee, the next stage is to meet with their primary trainer.
- If the complaint is with a trained workshop or group leader, the next stage is to meet with a senior trainer.
- If the complaint is with a senior trainer, the next stage is to meet with the external Moderator of OPG.

- **Stage 3:**

If still unresolved, and the complainant wishes to take the matter further, a meeting will be arranged with another member of the Training Committee or External Moderator. If the complaint is against a Senior Trainer move direct to stage 4.

- **Stage 4:**

If still unresolved, and the complainant wishes to take the matter further, they can approach either the Professional Conduct Committee or the Accreditation Committee of the B.P.A., who may authorise an independent investigation.

- **Appeals**

Appeals against a decision can be made to the Professional Conduct Committee of the B.P.A.

Fees

There is not additional fees attached to any of the above procedures and trainees or clients will not be penalised in any way for making a complaint.

Confidentiality

Confidentiality should be maintained at all stages throughout the process, by ensuring that only those people who need to know have access to the details of the issues.

Time-scale

A commitment to the time-scale estimated to be required to resolving the issue should be made at the outset. Any negotiation for an extension if necessary should be undertaken in consultation with all parties, before the time-scale expires.

Any party may require external support during the process and this should be considered and offered during the process.

Written Response

A written outcome should be received by all parties if the grievance reaches stages 2, 3 or the final stage.

Contacts

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