

Psychotherapy Institute Clinic (P.I.C.)

Complaints Procedure

Introduction

At the Psychotherapy Institute Clinic (P.I.C.), we are committed to providing a professional, ethical, respectful, and compassionate low-cost psychotherapy service. We value feedback from clients and recognise that concerns or difficulties may occasionally arise during the therapeutic process or in relation to the service provided.

We aim to address concerns fairly, sensitively, and promptly wherever possible. This complaints procedure explains how clients can raise concerns about their experience within the Clinic and how those concerns will be managed.

Our intention is to promote transparency, accountability, learning, and the continued development of safe and ethical psychotherapy practice.

Objectives of the Complaints Procedure

This complaints procedure is designed to:

- Be clear, transparent, and accessible.
 - Provide a fair and respectful process for raising concerns.
 - Ensure complaints are responded to within appropriate timeframes.
 - Maintain confidentiality wherever possible.
 - Encourage resolution at the earliest appropriate stage.
 - Promote reflective and ethical practice.
 - Use feedback constructively to improve the Clinic service.
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Scope of the Complaints Procedure

This procedure applies to concerns relating to the Psychotherapy Institute Clinic service, including:

- Concerns about therapeutic boundaries or professional conduct.
- Experiences of discrimination, bias, or unfair treatment.
- Concerns regarding communication or administration.
- Failure to follow Clinic policies or agreed procedures.
- Concerns about the conduct of trainee therapists, supervisors, or Clinic staff.

This procedure does not replace statutory safeguarding procedures or external professional complaints procedures where these are more appropriate.

Transactional Analysis Underpinning

The Psychotherapy Institute Clinic is informed by the philosophy and principles of Transactional Analysis (TA), including:

1. Respecting the dignity and worth of all people.
 2. Encouraging open communication and Adult-to-Adult dialogue wherever possible.
 3. Supporting reflective practice and accountability.
 4. Seeking fair and constructive resolutions.
 5. Upholding the ethical standards of UKATA and UKCP.
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Complaints Process

Stage 1: Informal Resolution

Where appropriate and where clients feel able to do so, concerns are encouraged to be raised initially with the therapist involved or directly with the Clinic Co-ordinator.

Many misunderstandings or difficulties can be resolved through open discussion and clarification.

If a client prefers not to raise the matter directly with their therapist, or if the issue remains unresolved, they may proceed to Stage 2.

Stage 2: Formal Complaint to the PIC Co-ordinator

Formal complaints should be submitted in writing by email to the P.I.C. Co-ordinator:

gemma@psychotherapyinstitute.co.uk

The complaint should include:

- The client's name.
- The name of the therapist or staff member involved (if applicable).
- A description of the concern or incident.
- Relevant dates and circumstances.
- Any steps already taken to resolve the matter.
- The outcome being sought, where possible.

The P.I.C. Co-ordinator will acknowledge receipt of the complaint and investigate the matter appropriately.

Clients will receive a written response within **10 working days** wherever reasonably possible.

Possible outcomes may include:

- Clarification or explanation.
- An apology where appropriate.
- Mediation or facilitated discussion.
- Review or adjustment of procedures.
- Additional supervision, support, or training for staff or trainees.

Stage 3: Appeal to the Psychotherapy Institute Director

If the complainant is dissatisfied with the response or proposed resolution, they may appeal in writing to the Psychotherapy Institute Director by emailing:

office@psychotherapyinstitute.co.uk

The appeal should outline:

- Why the client remains dissatisfied.
- Any additional information relevant to the complaint.
- The outcome being sought.

The Director will conduct a further review of the complaint and provide a written outcome following consideration of all relevant information.

The Director's decision will normally represent the final internal stage of the complaints procedure.

Confidentiality

All complaints will be handled as confidentially as possible, although complete confidentiality cannot always be guaranteed where safeguarding, legal, or professional obligations require information to be shared appropriately.

Records of complaints will be retained securely in accordance with data protection legislation and Psychotherapy Institute policies.

External Professional Bodies

Clients retain the right to raise concerns externally with relevant professional or regulatory bodies where appropriate, including:

- The therapist's professional membership organisation.
- The UK Council for Psychotherapy (UKCP).
- The Information Commissioner's Office (ICO), where relevant.

Commitment to Improvement

Psychotherapy Institute Clinic views complaints as an opportunity for learning, reflection, and service improvement. We are committed to maintaining ethical, professional, and compassionate standards of psychotherapy practice for all clients accessing the Clinic service.