

MARSHALL METHOD THERAPY

Complaints Policy

How do I make a complaint regarding a counsellor or the service I have received?

Marshall Method Therapy (MMT or the Organisation) is committed to maintaining the highest standards for the benefit of those who use its counsellors. Our counsellors are required to sign and work to the BACP's Ethics and Practice Framework to ensure professional accountability and as a way to ensure public protection. Therefore if, as sometimes happens, someone is unhappy or has concerns about their counselling they may wish to complain or seek resolution of the issue.

Every effort should be made to resolve the issue locally with the counsellor concerned. If this does not resolve the issue, the complaint should be directed formally to Andrew Marshall. The complaint will be considered by Andrew Marshall or a senior counsellor or senior member of the Management Committee. If the complaint is against Andrew, the complaint will always be considered by another senior counsellor.

The process for dealing with a formal complaint is undertaken in these stages:

- 1) Complaint enquiry or submission received (7 working days to acknowledge).
- 2) Initial assessment by the reviewer.
- 3) Once accepted, the reviewer examines the evidence submitted.
- 4) They will consider the complaint and will determine if:
 - a) there is not sufficient evidence to proceed in which case an appeal is possible; or
 - b) they can examine the complaint. If so, both parties will be invited to make their submissions and can make statements or answer questions.
- 5) The reviewer reports the outcome to each party and either party can appeal this if unacceptable to them.
- 6) If there is no appeal, the complaint is settled.
- 7) If an appeal is lodged – a new senior person will be appointed, who examines the complaint and representations and makes a decision. If the complaint is against Andrew Marshall, the appeal can be lodged with COSRT (of which Andrew Marshall is a member).
- 8) In his/her conclusion, the reviewer can uphold or alter the original findings. If the appeal conclusion is not accepted by either party, the complaint can be referred to COSRT or another body to which the counsellor belongs.

Prepared by: David Eaton

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Approved by: Andrew G Marshall

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This Policy is reviewed annually.