

## The Association for Dance Movement Psychotherapy UK

### COMPLAINTS PROCEDURE INSTRUCTIONS

*This document should be read in conjunction with the 'Complaints Procedure for Members' document.*

ADMP is responsible for any complaints against an ADMP member who is not registered with UKCP (this includes trainees of the ADMP accredited trainings). ADMP is also responsible for supervision complaints against its members, as supervisor complaints are not covered under UKCP's Complaints and Conduct Process (CCP).

Any client/therapist complaints against a registered UKCP member in their capacity as a dance movement psychotherapist will go to the UKCP CCP. Please follow this link for guidance on how to make a complaint when the professional involved is UKCP registered:

<http://www.psychotherapy.org.uk/16/information/complaints/making-a-complaint>

Alternatively you can email the UKCP complaints team directly: [complaints@ukcp.org.uk](mailto:complaints@ukcp.org.uk)

Our aim is to provide a high quality of service in all our work. We take complaints seriously and welcome your feedback on the service that we provide. In order to ensure we are dealing with complaints effectively, we have adopted the procedure outlined below.

Usually a phone call to the person you have been dealing with will allow ADMP to put things right quickly. If you are still dissatisfied, you may wish to speak to the Chair of ADMP, or the Chair of the Ethics Committee or relevant Sub-Committee Chair. Any member of ADMP staff will be happy to provide you with contact details for the correct person, or to take details from you and arrange for them to call you at a convenient time.

If you are still dissatisfied, or would prefer someone else to deal with the issue, then you may want to complain.

#### **WHO CAN MAKE A COMPLAINT?**

Any person who receives a service from us, any external organisation we work with or anyone who is impacted by the service we deliver can make a complaint.

#### **HOW SHOULD COMPLAINTS BE MADE?**

Download the complaints form from our website: <http://www.admp.org.uk>. Once you have completed it, you can return it by email to the Chair of the Ethics Committee: [ethics@admp.org.uk](mailto:ethics@admp.org.uk).

Please provide as much information as possible, including:

- who you dealt with;

- what went wrong;
- when it happened;
- whether you have already attempted to resolve the problem with the person concerned or their manager.

### **RESPONSE TIMES**

Letters and emails will be acknowledged within 5 working days of receipt and a full reply will be sent within 15 working days of receipt.

At all stages we will keep you informed as to what is happening with your complaint. If, for whatever reason, it is not possible to deal with your complaint within the published timescale then we will inform you of this, and provide a reason.

We are committed to:

- looking thoroughly into your complaint;
- dealing with your complaint confidentially;
- trying to resolve your complaint and give you a full response within 15 working days (although a longer period may be necessary depending on the nature and complexity of the complaint);
- treating you fairly and with respect.

### **Putting things right:**

If things have gone wrong we will:

- explain what went wrong;
- apologise and tell you what we are doing to put things right;
- consider whether we need to change an existing process or provide additional staff training, in order to ensure that the same problem does not happen in the future;
- tell you what you can do if you are not satisfied with the outcome of a complaint against ADMP.

### **MONITORING AND REVIEW**

The Council of ADMP will be responsible for monitoring compliance with its policy.

## **ADMP UK Complaint Form**

Name and contact details of complainant:

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Name and full contact details (if known) of ADMP UK member the complaint is made against:

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Description of the professional relationship you had with the member, including start and end dates for relationship:

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Description of the complaint, including dates when the event(s) giving rise to the complaint occurred (please continue on a separate titled/numbered sheet(s) if necessary):

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Detail any attempts you have made to resolve your complaint with the member concerned (if not, let us know why; please continue on a separate titled/numbered sheet(s) if necessary):

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Signature:	Date:
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**NOTE:** Please return this completed and signed form together with any supporting evidence to [ethics@admp.org.uk](mailto:ethics@admp.org.uk).

Please note that a copy of this complaint form will be made available to the member complained against.