

# **The Association for Dance Movement Psychotherapy UK (ADMP UK)**

## **Complaints Procedure For Members**

**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). For all the above instances, please read the document below.**

**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)**

### **1. Introduction**

1.1 The information provided in the following sections is intended for registered members and members of the public or clients. It outlines how a complaint or concern regarding a registered member can be raised with the Association and the procedures followed once a complaint or concern has been received.

## 1.2 Abbreviations

PCO: Professional Conduct Officer (i.e. the Chair of the Ethics Committee)

PMC: Person Making Complaint

PNC: Person Notifying Complaint

EC: Ethics Committee

IP: Inquiry Panel

## 2. Purposes

2.1 The purpose of this document is to protect both individual clients and the public interest by creating and regulating processes which govern ADMP UK's handling of:

- complaints made by a client against their dance movement psychotherapist, and;
- concerns raised by someone else about a dance movement psychotherapist; but only if the complaint or concern relates to the dance movement psychotherapist's fitness to practise or the impact of the ethical quality of the dance movement psychotherapist's conduct. This includes maintaining the values of, and public confidence in, the profession of dance movement psychotherapy.

Explanatory note: Values are defined in the ADMP UK constitutional documents.

It also provides processes which are fair and, in the absence of good reason to the contrary in any particular case, transparent; having an educative function and supporting the ethical practice of dance movement psychotherapy.

ADMP can receive concerns or complaints concerning registered dance movement psychotherapists' (also referred to as practitioners) conduct or fitness to practise and questions relating to its Code of Ethics:

- (i) if the registrant was a registrant at the time of the conduct that is the basis of the concern or complaint, and the registrant is still a registrant at the time of the concern or complaint being lodged with ADMP UK. If the registrant was not a registrant at the time of the conduct, the concern or complaint may still be considered at the discretion of the PCO, if it is perceived to be reasonable and in the public interest;
- (ii) the therapy or practice which is the basis of the concern or complaint was located in the UK or, if not, the registrant's insurance provision is from the UK.

2.2 Safeguarding clients' wellbeing is the highest priority. Promoting the rights, responsibilities and diverse needs of supervisees, students and colleagues while maintaining good governance within the professional organisation, is a crucial part of ensuring professional standards in all areas of practice.

2.3 The main aim of managing complaints or concerns is to find a resolution for all parties, ensure safe practice, request changes to practice/procedures, provide relevant support where deemed necessary (e.g. through additional supervision, training or personal therapy), or as a last resort suspend or withdraw a practitioner's registration and/or membership of the Association.

2.4 Complaints in relation to training courses, regarding for example an individual therapist/supervisor/tutor, a service within the course or the course as a whole, can be made by ADMP registered trainees and ADMP registered staff members. Depending on the nature of the complaint, trainee members will be directed to take complaints to their course/university to be investigated

there prior to ADMP involvement. Graduate ADMP registered members' concerns can be accepted directly by ADMP.

2.5 Complaints referring to events/concerns dating back over 3 years cannot be considered by ADMP. If this time limit is not observed, the PCO must decide whether, in all the circumstances of the case it would be fair and reasonable to both parties and in the public interest to allow the matter to proceed.

2.6 Complaints or concerns should be submitted to ADMP in writing, using the relevant form available to download from the Association's website. Alternatively, a complainant can contact the PCO who can send a copy of the Complaints Process and the form on which the complaint should be written.

### **3. Procedure once a complaint is received**

The steps outlined below describe the processes set in motion once a complaint is received. All complaints are initially received by the PCO.

#### **3.1 Step 1: Acknowledgment of the Complaint**

3.1.1 The PCO receives a complaint in writing and carries out an initial check that could include speaking to the complainant to gather further information.

***The following steps are followed if the recipient of the complaint (i.e. a dance movement psychotherapist) is not UKCP registered. If they are, the PCO needs to signpost the complainant to UKCP where the complaint will be dealt with according to the Complaints and Conduct Process (CCP). See also the opening statement of this document for the distinction between an ADMP registered dance movement psychotherapist and an ADMP-UKCP registered dance movement***

**psychotherapist.**

Keeping the complainant's identity confidential, the PCO can call upon a senior advisor to judge whether the issue warrants investigation or some other course of action, such as the complainant following the concern with a more appropriate organisation. If a complaint is not within the Association's remit and cannot be processed further, the complainant is informed of the reasons for this.

3.1.2 Once the nature of the complaint is clarified, the recipient of the complaint, if not already informed by the complainant, is informed and invited to respond.

3.1.3 Both parties are made aware that throughout the investigative process evidence or statements provided by the complainant are shared with the recipient of the complaint, and vice versa, with the aim of gathering further information and/or clarifying specific points. In its effort to manage complex transference dynamics that may be present in ethical cases, the Association may decide not to pass on certain information to the other party.

3.1.4 Committees and panels that are created to consider concerns or complaints must not decide to proceed with a complaint or concern unless they are satisfied that either;

- (a) a full and genuine attempt has been made to resolve the matter informally; and
- (b) that it has not been possible to agree a practical solution which would satisfy the parties; or
- (c) such an attempt would be inappropriate.

3.1.5 If a complaint or concern suggests a practitioner's conduct is placing the public at risk, the Association has the right to make an Interim Suspension

Order to prevent a registered member from practising. This can be done at any point in the investigative process.

3.1.6 The Association has the right to notify other professional bodies and/or agencies of the issues being considered, if deemed necessary for ensuring the best interests of clients, supervisees, students or colleagues.

3.1.7 Where ADMP UK receives an anonymous notification of a concern or complaint, the PCO may act as the complainant if they think there is sufficient information to enable them to proceed and they think it is in the public interest that they should do so.

3.1.8 ADMP UK will not normally process a notification of a concern or a complaint where the person notifying the concern (PNC) or person making the complaint (PMC) does so on the basis that their anonymity will be preserved, unless the PNC or PMC confirms in writing their acceptance that they may be identified, or become identifiable, during any action which ADMP UK may decide to take.

3.1.9 ADMP will not normally accept a registrant's resignation from the register during the period between them being informed that either a complaint has been received or a concern has been notified and either the final decision of the matter or the expiry of the time allowed for appeal, whichever is the later. The PCO will make this determination.

Explanatory note: Perhaps the most obvious example of a situation in which an exception may be made is where the registrant has retired from practice and is suffering from a terminal illness.

3.1.10 Where a complaint or a concern has been considered and not upheld by another person or organisation, ADMP UK may decide not to consider a complaint or a concern based substantially on the same conduct.

3.1.11 When deciding whether to progress complaints and notifications of concerns that are being or have been heard elsewhere, ADMP UK must weigh the interests of any complainant, the registrant and the wider public before deciding whether it is appropriate to do so. The relevant committee or panel must give reasons for its decision.

3.1.12 Where a registrant is the subject of other procedures by virtue of his/her status either as an employee or a registrant of another organisation or as being subject to another regulator, ADMP UK will consider whether to advise the PMC or the PNC to consult the relevant employer, organisation or regulator.

Explanatory note: This provision would apply, for example, in cases where the conduct is alleged in the context of therapy provided under the NHS.

3.1.13 The PCO will send a formal response to the complainant and enclose a document that gives full details of the procedures that will be followed.

Explanatory note: Complainants need to be fully informed as to what is likely to happen and the consequences, such as the possibility of the loss of confidentiality if information shared in therapy is relevant to the complaint.

## **3.2 Step 2: Screening Process**

3.2.1 The screening process is concerned with deciding, in a transparent and professional manner, whether there is a realistic prospect that ADMP UK will be able to establish that the registrant's fitness to practise is impaired or that conduct has been unethical.

3.2.2 In considering the allegations the PCO must apply any relevant codes of practice, conduct, or ethics or any standards of competence or equivalent documents, issued by ADMP UK and UKCP to which the registrant was

subject at the time the alleged complaint of conduct occurred or those applicable at the date of the process being enacted (as appropriate).

3.2.3 The PCO will request information including (a) documents or (b) witness statements, or both, in relation to the allegation. A copy of any statement of evidence or relevant information provided by the complainant must be sent to the registrant by the PCO, and vice versa.

Explanatory note: Items of a sensitive nature may be redacted.

3.2.4 The PCO may at any time give the person raising the complaint or the registrant notice to produce any document relevant to the allegation which is alleged to be in their possession and on receipt of such notice they must do their best to produce the document. They may only refuse to produce a document if they can satisfy the PCO/PCC that there were reasonable grounds for their refusal.

3.2.5 If further inquiry is deemed appropriate the PCO shares an outline of the issue with the Executive Council and the EC, requesting confidentiality. Depending on the nature of the complaint, the appropriate ADMP committee may also be consulted, maintaining confidentiality as appropriate.

3.2.6 Where appropriate the EC also acts as an Inquiry Panel (IP). This group can call upon relevant external consultants for guidance where necessary. The Executive Council and EC/IP are charged with maintaining confidentiality about processes and identities where known.

3.2.7 The EC/IP decides the best means of collecting and setting out information, including closed meetings, confidential interviews, collaborative open meetings etc. In each case the EC/IP reviews and selects appropriate methods that enable them to gather information, evaluate the situation and compile a report with recommendations.

### **3.3 Step 3: Reaching a Decision**

3.3.1 The IP's report is submitted to the Executive Council so that the profession is able to take the steps necessary to protect the interests of clients, students, supervisees and colleagues of registered members.

3.3.2 When all required documentation has been received the Executive Council will decide whether:

- a) the allegation is in relation to fitness to practise; or
- b) the allegation is in relation to unethical conduct; or
- c) no, or insufficient, evidence of a or b has been presented.

3.3.3 The Executive Council has recourse to the following recommendations reached by consensus or a majority vote:

- a) apology to the complainant where the registrant has acknowledged mistake(s); or
- b) letter of warning in relation to specific conduct or misjudgement; or
- c) removal from office if the therapist is a member of a committee or provides services such as training with the agreement of (i) the College (HIPC) or (ii) the Organisational Member (ADMP) or both.

Explanatory note: Most, but not all, registrants belong to one or more Organisational Members. All registrants belong to a College. When there is a requirement to notify, this will include all such bodies. If there is a requirement to provide a report this will be from the primary Organisational Member (as defined by the registrant) if s/he is a member of one, or the college if not.

- d) a requirement that the registrant is to write a report to show what they have learned from the experience, by a given date. The report is to be

submitted to the PCO who must circulate to the Executive Council who must decide whether learning has been achieved, and either decide to impose further sanctions or to close the case; or

- e) further training in a specified area of practice which is monitored by the College or the Organisational Member. A deadline for completion is set and a report required from the college or organisational member. The report is to be sent to the PCO who must circulate it to the Executive Council who must decide on whether learning has been achieved, and either decide to impose further sanctions or to close the case; or
- f) further (i) supervision or (ii) therapy or both for a minimum length of time, to be specified by the Executive Council who must identify the goals to be achieved. The supervisor is to be selected by the College or the Organisational Member and the supervision must be monitored every six months by the College or the OM. At the end of the time period a report is required from the College or OM. The report is to be sent to the PCO who must circulate it to the Executive Council who must decide whether learning has been achieved, and either decide to impose further sanctions, or to close the case; or
- g) a consensual Conditions of Practice Order (CPO) for a stipulated time period. At the end of the time period, a report is required from the College or Organisational Member. The report is to be sent to the Chair of ADMP UK who must circulate it to the Executive Council who must decide whether learning has been achieved, and either decide to impose further sanctions or to close the case; or
- h) a consensual Suspension Order for a maximum of two years. Additional therapy or training or both will usually accompany a period of suspension. At the end of the time period, a report is required from the College or Organisational Member. The report is to be sent to the PCO

who must circulate it to the Executive Council who must decide on whether learning has been achieved, and either decide to impose further sanctions or to close the case; or

- i) consensual termination of the registrant's registration from ADMP UK and any Organisational Member. To re-register, the registrant must re-apply through the restoration of membership process.
- j) Where an interim suspension or any other interim sanction is already in place, it will remain in place until the period allowed for lodging an appeal has passed. If an appeal is lodged, any interim order will remain in place until the appeal has been heard. If no appeal is lodged within 28 days of the decision, any sanctions imposed by the panel will come into effect automatically.
- k) The Executive Council must provide a written statement of the reasons for the decisions made to the registrant, complainant and the PCO.

3.3.4 Finally, the complainant and recipient of the complaint are informed of the decision made by the Executive Council and the reasons behind these in writing. The Association has the right to publish on its website and/or journal the decisions of the Executive Council and to inform other professional bodies and/or agencies.

## **Acknowledgements**

ADMP UK governance is informed by the UKCP, HIPC, BACP and EABP complaints processes.