

## **TISUK Complaints Procedure (for trainees, practitioners, applicants, schools and any other user of TISUK)**

### **Preamble.**

The purpose of the complaints procedure is to enable trainees, practitioners, applicants and service users of TISUK to raise issues of concern or dissatisfaction about a professional conduct issue or ethical issue through a clear process for dealing with and resolving grievances or complaints. Any issue which is not a professional conduct issue or ethical issue cannot be addressed through the complaints procedure.

The complaints procedure cannot be used to:

- 1) Make complaints against academic marks (e.g. pass, fail or a grade). This is in line with University regulations. It is possible to complain if it is believed that there was an error in the assessment procedure (Please see TISUK Assessment Appeals Policy on the TISUK website)
- 2) Make complaints on the content or delivery of a training as this is not a professional conduct or ethical issue but a matter of taste and opinion.
- 3) Make a complaint against a trainer, home group tutor or member of staff without stating which clause in the Code of Ethics and Professional Practice for Trainers you believe to have been breached.
- 4) Make a complaint against a TISUK practitioner without stating which clause in the Code of Ethics and Professional Practice, you believe to have been breached
- 5) Make a complaint against a decision by TISUK to end a trainee's training as this is agreed to and signed by the trainee as part of the delegate training contract. You can however write a letter of appeal to Senior Management about the decision.
- 6) Make a complaint about fees, or the financial terms of conditions of the training.

Please note, where a complaint is about alleged prejudice and discrimination made by trainees and graduates against another trainee, graduate or staff member or against TISUK as an organisation please use the Code of Ethics for Equality, Diversity and Inclusion.

### **Procedure**

#### **Stage one**

Complainants should attempt to resolve the complaint informally via the Course leader, persons concerned or those responsible for the matter, giving rise to the complaint. This must happen before moving on to submitting a formal complaint. Any complainant who has not attempted to resolve their complaint through informal resolution will be asked to explain in writing why they have not completed stage one (e.g. if there were exceptional circumstances that prevented the early resolution attempt). Please write to Senior Management who will respond to this.

A formal complaint must include in writing to The Ethics and Complaints Committee at [info@traumainformedschools.co.uk](mailto:info@traumainformedschools.co.uk) with the following:

- The complainant's name and contact address must be supplied on a covering note regarding the complaint, not as part of the complaint itself (this is to ensure, where necessary, the confidentiality of the complainant);
- The circumstances (and date thereof) giving rise to the complaint
- Confirmation that all informal channels of communication have been explored unsuccessfully, including details of the individuals involved, meetings organised and attended and why the complaint has not been satisfactorily resolved at these meetings (This is not necessary if the complaint is made by a client, or parent of a child client)
- Any evidence by way of corroboration, e.g. a witness statement, to be appended
- A request that the complaint be dealt with formally under this procedure.

**Time Limit- Please note:** Complaints can only be made within 10 days of the event /incident being complained about and/or within 10 days of receipt of the Complaints Procedure. Complaints outside of this timeframe would only be considered in exceptional circumstances that prevented the complainant lodging the complaint within the 10 working days.

### **Complaints made by trainees**

In the event of a trainee thinking that he/she has cause for grievance concerning an ethical or professional conduct issue against either a tutor, or member of TISUK management or other party involved with TISUK they must first approach the person concerned to try to resolve the matter informally.

### **Complaints made by schools/parents /other parties against a TISUK practitioner in training or graduate**

It is not possible to make a complaint against a practitioner or practitioner in training at TISUK without sending the complaint in writing to The Ethics and Complaints Committee with details of the exact clause/s in TISUK's Code of Ethics and Professional Practice that you think have been breached. Please ask for this document to be sent to you if you don't have a copy ( [info@traumainformedschools.co.uk](mailto:info@traumainformedschools.co.uk) )

### **TISUK's Financial Terms and Conditions**

All trainees sign a contract saying they will adhere to the company's financial terms and conditions. In light of this complaints cannot be made against payment of fees or these terms and conditions via the mechanism of this complaints procedure.

## **Procedure**

### **Stage one**

Complainants should attempt to resolve the complaint informally via the Course leader, persons concerned or those responsible for the matter, giving rise to the complaint. This must happen before moving on to a submitting a formal complaint. Any complainant who has not attempted to resolve their complaint through informal resolution will be asked to explain in writing why they have not completed stage one (e.g. if there were exceptional circumstances that prevented the early resolution attempt). Please write to Senior Management.

### **Stage Two**

Where it has not been possible to resolve a complaint informally, the complainant contacts TISUK and makes clear the nature of their complaint. It is not possible to make a complaint against a practitioner or practitioner in training at TISUK without detailing the exact clause/s in TISUK's Code of Ethics and Professional Practice that you think have been breached. Please ask for this document to be sent to you if you don't have a copy ([info@traumainformedschools.co.uk](mailto:info@traumainformedschools.co.uk)).

### **Stage Three**

The respondent will be notified that a complaint against them has been registered at TISUK and they will be provided with written details. The respondent is then invited to provide a written response to The Ethics and Complaints Committee and/or will be invited to attend a meeting with The Ethics and Complaints Committee (in any meetings, the complainant and respondent are entitled to bring along a friend or colleague but not a paid legal representative). Any written information that the complainant wishes to be considered by TISUK must be submitted 10 days before any meeting takes place (written information not given in advance cannot be considered by the Ethics and Complaints Committee).

### **Stage Four**

**If the complaint is a professional practice issue made by a parent on behalf of a child or by a young person themselves** The Ethics and Complaints Committee will evaluate the written submissions from both the complainant and the practitioner. The practitioner will be called to a meeting (via zoom) to discuss the complaint made against them. The Committee will consider whether or not to uphold the complaint or whether there is no case to answer. If they decide to uphold the complaint they will propose a course of action in a recommendation report. This recommendation report is then sent with all of the collated relevant information to Senior Management TISUK

### **Stage Five**

**If the complaint is not about a professional practice issue :** The Ethics and Complaints Committee will evaluate the written submissions and consider whether to uphold or not uphold the complaint. If the latter, they will propose a course of action in a recommendation report. This recommendation report is then sent with all collated information to Senior Management TISUK for ratification.

### **Stage Six**

The decision ratified by the Senior Management is communicated to the Ethics and Complaints Committee.

### **Stage Seven**

The Ethics and Complaints Committee then informs the complainant and responder of the decisions and prescribed actions.