

HOW TO RAISE A CONCERN OR MAKE A COMPLAINT ABOUT AN FHT ACCREDITED COURSE PROVIDER/MEMBER

Scope of this policy

Anyone can contact the FHT and raise a complaint about one of its Accredited Course Providers. This can include clients, other therapists, regulatory bodies, police or any interested party.

The Accredited Course Provider must be given an opportunity to resolve the matter through its own complaints policy before The FHT will mediate.

Anonymous complaints (where the person making the complaint does not give their name) will not normally be actioned. If however, the information given relates to professional misconduct or serious allegations about an FHT Accredited Course Provider's fitness to practise, we will investigate the complaint.

While there are no time limits on complaints, we recommend all complaints are made as near to the event as possible to ensure that evidence and details are up to date.

Complainants will be kept up to date with any ongoing investigations and the progress.

If you have a complaint but not sure of the next step, The FHT staff will offer advice and guidance on how to deal with a complaint and the best way forward to resolve it. Please note you will still be required to complete the Complaint Form:

<https://fs30.formsite.com/fhtform/odrsmbabyabf/index.html>

Bringing an allegation of complaint

An allegation can be brought by:

- a member of the public/client seeking or using a service provided by an Accredited Course Provider; or
- another FHT Accredited Course Provider; or
- notification of removal from another voluntary or regulated professional body, or
- the police; or
- criminal investigation proceedings
- an interested third party

The allegation must satisfy the following conditions:

- The FHT Code of Conduct and Professional Practice in force at the time the alleged breach occurred, and/or concerns an allegation of one or more of the following: professional misconduct, professional malpractice, or bringing The FHT or the therapy industry into disrepute
- It is in breach of the Accreditation Terms and Conditions
- The allegation must be relevant to their work as an Accredited Course Provider of The FHT

- The complaint is submitted in writing on The FHT Complaint Form and received in full by the FHT Accreditation team
- The allegation is not made anonymously

What can you make a complaint about?

We consider all cases individually, but all Accredited Course Providers must abide by the Accreditation Terms and Conditions and [FHT Code of Conduct and Professional Practice](#) and are subject to the [Professional Conduct Procedure](#)

This includes, but is not limited to:

- course content
- the course provider's venue
- acting in the best interests of students
- only working within the limits of competency
- observing confidentiality
- practising within the law
- not blurring boundaries between the course provider and student relationship
- use of threatening or inappropriate behaviour

What can the FHT not do?

Whilst we consider all cases individually we are not able to:

- consider complaints about non-FHT Accredited Course Providers
- get involved in matters not related to FHT Accreditation
- arrange refunds or compensation under any circumstances
- give legal advice or get involved in legal disputes
- get involved in a dispute or breakdown of relationship between the course provider and the student

How do you make a complaint?

In order to make a complaint you must:

- make the complaint in writing using the FHT Complaint Form:
<https://fs30.formsite.com/fhtform/odrsmbabybf/index.html>
- identify the FHT Accredited Course Provider you are complaining about
- provide sufficient details so that both The FHT and the Accredited Course Provider concerned can understand the nature of the complaint and respond accordingly
- provide any information requested by The FHT pertaining to the complaint

How long will it take?

The FHT understands that making a complaint can be stressful. The FHT will endeavour to consider the case in a timely manner and update the complainant and the Accredited Course Provider at each stage. This will include:

- confirmation of receipt of the complaint by The FHT Accreditation Team
- regular updates on information received by The FHT during the investigation

Each case is individual; however delays may be inevitable due to:

- gathering information from the individuals concerned
- on-going police or criminal trial

Confidentiality

When investigating a complaint we will need to inform the FHT Accredited Course Provider involved. This will include the name of the person who has raised the complaint and will also include any comments made during the initial enquiry stages. All information shared between these parties involved, must be treated strictly private and confidential.

Records

All records will be kept for a period of 10 years. The FHT reserves the right to reconsider complaints previously submitted if an Accredited Course Provider has repeatedly breached the Accreditation Terms and Conditions in frequent succession or where a warning has been given for a previous complaint of a similar nature.

This document is to be used in conjunction with the Professional Conduct Procedure.

Support/Assistance

If you have a disability and require assistance with completing the complaints form (e.g. if you require the form in a different format or large font) please contact us by email to accreditation@fht.org.uk or call us on 023 8062 4350 and we will be happy to discuss this and offer any assistance we can.