## **ACC Complaint Form**

Before making a complaint against or raising a concern about a member of ACC, it is important to first try where appropriate to resolve the problem or issue with them directly (where appropriate).

Where this is not possible, or has not been satisfactory, please read ACC’s Complaints Process and relevant Guidance Notes before completing this form.

Please make sure that your complaint or concern relates to breaches in ACC’s Ethics and Practice. ACC cannot investigate complaints or concerns that do not relate to a breach of ACC’s Ethics and Practice.

ACC staff are available to explain the complaints process and where required to help you complete the form. Please email [complaints@acc-uk.org](mailto:complaints@acc-uk.org) or ring 024 7644 9694.

Where the member has more than one membership of a professional body which is subject to statutory regulation (on the Health & Care Professions Council register), or has an accredited register under the Professional Standards Authority, you will need to decide which membership body you want to raise a complaint/concern with. This information should be on any contract that you have signed with a member or on their website. To find the list of counselling membership bodies with an accredited register please follow [this link](https://www.professionalstandards.org.uk/what-we-do/accredited-registers/find-a-register/-in-category/categories/professions/counselling).

The information that you provide on this form will be shared by ACC with those investigating the complaint and relevant information relating to the complaint will be made available to the member you are complaining against. Information including your name, contact details, any subsequent emails and other correspondence will be kept securely as part of the complaint record on ACC’s systems. The information will be kept for the duration of the complaint investigation and a period of 3 years after the investigation has been completed. Summary information about the complaint will be kept for up to 10 years.

## **Section 1 – General Information**

**1.1 Details of the person making the complaint**  
  
Please note that from this section 1.1, your name will normally be shared directly with the person or organisation that you are complaining about, but no other contact details. If you are making a complaint in circumstances where for your safety you would like your name to be withheld, please let us know.   
  
Where reasonable adjustments are made that may impact on e.g. the conducting of a hearing, then it is possible that the member you are making a complaint about may need to be informed of the adjustment, however, where it can be avoided, they will not be made aware of the nature of your disability.

|  |  |
| --- | --- |
| Name |  |
| Address |  |
| Mobile |  |
| Landline |  |
| Email Address |  |

|  |
| --- |
| Do you have a disability that ACC need to make reasonable adjustments for investigating your complaint? |
| *Please give details here* |

1.2 Details of the ACC member/organisation that you wish to raise a concern about/or make a complaint about

|  |  |
| --- | --- |
| Name |  |
| Organisation  (if applicable) |  |
| Address |  |
| Mobile |  |
| Landline |  |
| Email Address |  |
| Website |  |

**1.3** **Other Professional Membership Bodies**

Where known, please list any other accredited register or counselling membership body that the member belongs to, e.g. ACP, AHPP, BACP, BAPT, BPC, COSCA, HGI, NCS, PTUK, UKCP

|  |  |
| --- | --- |
| 1 |  |
| 2 |  |
| 3 |  |

**Please note that in addition to your name, information provided from this point onwards in the form may be shared with the member to aid the investigation of the complaint.**

**1.4 What professional relationship or service was the member providing?**

|  |
| --- |
| In the boxes below, please tell us what best describes your relationship with, or the service being provided by the person or organisation that you are complaining about. For example, you may be a current or former client, a parent/friend of a client, a colleague, a trainee counsellor complaining about a tutor/college, a supervisee, or an employee of a counselling centre.  Please include details of the setting that the relationship took place in, for example, as part of a counselling centre, or in a school/college, GP practice, church or in the member’s private practice. |
| ***My relationship with the person I want to complain about is as****:*  Please type here |
| ***The setting of the relationship is****:*  Please type here |

**1.5 Timescales**

Please note a complaint can normally only be made up to 3 years after the event/s giving rise to the complaint.

|  |  |  |
| --- | --- | --- |
|  | Start Date | End Date |
| How long were you (or the person you represent) in a professional relationship (for example as a client, trainee, colleague or supervisee) with the member? |  |  |
| When did the event/s giving rise to the concern start, and (if applicable) end? |  |  |

|  |  |  |
| --- | --- | --- |
|  | Start Date | End Date |
| Where no direct professional relationship existed, please give indicative time frames of when the events giving rise to your concerns began, and (if applicable) ended? |  |  |

## **Section 2 – Details of the Complaint**

**2.1 Details of your complaint/concern**

In the box below, please describe your complaint against/concern about the member or organisation.

Your description should include the following details:

* The circumstances and events that have led to the complaint/concern: what happened, where and when.
* Was anyone else involved and/or witnessed the events? (You will need their permission to name them.)
* Specifically which sections of ACC’s Ethics and Practice do you believe that the member/organisation breached?

|  |
| --- |
| *Please type in this box* |

2.2. Previous attempts to resolve the complaint/concern

In the box below, please give details of any attempts you have made to resolve your complaint/concern with the member. If you have not been able to discuss the issue/s with the member, please tell us the reasons why.

|  |
| --- |
| *Please type in this box* |

2.3 Are there any other people or organisations that you have reported the complaint to?

In the box below, please tell us whether this has been reported to anyone else, e.g. another counselling organisation, police, employer, etc.

|  |
| --- |
| *Please type in this box* |

**2.4 What would you like to happen as a result of investigating your complaint or concern?**

In the box below please tell us how you would like to see this complaint resolved, e.g. refund, apology, acknowledgement of hurt, further training/development and ‘lessons learned’ by member, suspension of membership, etc.

|  |
| --- |
| *Please type in this box* |

Please list in the box below any documents you are enclosing in support of your complaint.

|  |
| --- |
| *Please type in this box* |

## **Section 3 – Declarations**

3.1 Permission to store and share information

Please indicate that you are giving permission for ACC to share and store information provided by you as part of their complaints management process. This means that information that has been shared with the member, that might be private and confidential to you, may need to be shared with members of the investigating team.

If you cannot do this, we cannot process your complaint/concern.

|  |  |
| --- | --- |
| I agree that ACC can store the information provided by me about this complaint/concern and share as required with the investigating team, and with the member I am raising a complaint/concern about. Please insert a photo or image of your signature in the box below. | |
| Signature: | Date: |

3.2 Commitment to truth and accuracy

Please indicate your commitment to ensuring that information provided in this complaint form is to the best of your knowledge, true and accurate, and your agreement as an ongoing commitment to presenting information that is true and accurate during any investigation that follows. Please insert a photo or image of your signature in the box below.

|  |  |
| --- | --- |
| Signature: | Date: |

Please return this completed and signed form together with any supporting documents by email to [complaints@acc-uk.org](mailto:complaints@acc-uk.org) with the “**Complaint, Private and Confidential**” in the subject/email header.