

## COMPLAINTS PROCEDURE



The  
British  
Psychological  
Society

*Chartered Psychologist*

The aim of this procedure is to afford protection to our clients and to protect our clients. Conatus Child Psychology embraces the rules of conduct laid down by the British Psychological Society (BPS) and applies the stringent rules set by the Health and Care Professions Council (HCPC).

We would request that any client not totally happy with the service and help they receive from Conatus to first speak with their attending psychologist in the hope the matter be resolved effectively and quickly.



[www.hcpc-uk.org](http://www.hcpc-uk.org)

However, if the client for whatever reason feels that this is inappropriate or difficult, we would suggest that the complaint is put in writing and marked confidential to the Clinical Director of Conatus Health Ltd. Who will aim to investigate and reply within 10 working days.

Conatus will investigate a complaint up to six months after closure of the case.

In the unlikely event of the client being dissatisfied with the outcome of the internal enquiry, we would suggest they contact external agencies for help.

### **Conduct Rules**

As Members of the British Psychological Society we are required to follow the Member Conduct Rules. Their complaints procedure considers whether a member has breached the Society's rules, but this will not investigate any fitness to practise allegations (please see below).

The BPS states "If you feel that the allegation you wish to present to the Society falls under one of more of the Member Conduct Rules, you can submit a formal complaint.

In the first instance, if you wish to pursue a formal complaint, you are advised to do this through an appropriate third party. This may be the Health and Care Professions Council (HCPC), the employer or the judiciary authorities.

Once the outcome of a third party investigation has been reached, this information should be submitted to the Society. At this point we would determine whether those outcomes provide sufficient evidence that the Member Conduct Rules have been breached. The Society will then take appropriate action."

If you are in a position to submit your complaint (which should be accompanied by the appropriate supporting evidence), send it to:

**Member Rules and Standards Officer**  
British Psychological Society  
St Andrews House  
48 Princess Road East

LEICESTER  
LE1 7DR

Tel: +44 (0)116 252 9919

Email: [conduct@bps.org.uk](mailto:conduct@bps.org.uk)

Please note That the BPS can give advice and help about how to make a complaint and how the complaint-handling process works. We cannot tell you whether you should complain or whether your complaint will succeed.

**Fitness to practise**

If you would like information about the **Health and Care Professions Council's (HCPC)** procedures for considering fitness to practise allegations, contact their Fitness to Practise Department on:

Tel: +44 (0)800 328 4218

Email: [ftp@hpc-uk.org](mailto:ftp@hpc-uk.org)

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