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Protocols

PR1 BBDOSHMF OQDUHNTRKX BNMRHCDQDC BNLOK@HMS
PR2 %QHUNKNTR UDW@SHNTR BNLOK@HMSR
PR3 +DSSDQR NE @CUHBD
PR4 +@SD MDV DUHCDMBD
PR5 (MUDRSHF@SHNM @MC RRDRRLDMS "NLLHSSDD 3DQ
PR6 (MUDRSHF@SHNM @MC RRDRRLDMS "NLLHSSDD HMS
PR7 Consensual disposal
PR8 (MCDODMCDMS 1DUHDVDQ
PR9 Interim suspension
PR10 Joinder
PR11 $WODQS DUHCDMBD
PR12 Adjournment applications
PR13 "G@MFD NE UDMTD
PR14 &THC@MBD NM R@MBSHNMR
PR15 /QDUHNTR @CUDQRD ¥MCHMFR

'H®QLWLRQV

(M SGHR /QNBDCTQD DWBDOS VGDQD SGD BNMSQ@QX I

the Association means the British Association for Counselling and Psychotherapy

Member LD@MR SGD LDLADQ QDFHRSQ@MS VGN HR SGD R QDK@SHNM SN VGNL SGHR OQNBDCTQD HR ADHMF NODC E@KKHMF VHSGHM SGD ITQHRCHBSHNM NE SGHR /QNBD

the IAC LD@MR SGD (MUDRSHF@SHNM @MC RRDRRLDMS "N paragraph 3.1 of this Procedure

Independent Reviewer LD@MR @ ODQRNM @OONHMSDC AX SGD decision pursuant to paragraphs 3.6 f), 3.7 and 6.3 of this Procedure

the Panel means the Professional Conduct Panel appointed pursuant to paragraph 4.1 of this Procedure

the Appeal Panel L D @ M R S G D / @ M D K @ O O N H M S D C A X S G D 1 D F
pursuant to paragraph 6.3 b) of this Procedure

professional standards L D @ M R S G D R S @ M C @ Q C R S G @ S R G N T K C
N E @ , D L A D Q G @ U H M F Q D F @ Q C S N S G D $ S G H B @ K % Q @ L
issued for the purpose of this Procedure by0510003>37.6 <0047nA15.36(Deldocian80055048

Section 1
Aims and application of the Professional Conduct Procedure

1.1 Aims

a. 3GD /QNEDRRHNM@K "NMCTBS /QNBDCTQD OQNUHCDR SQ@MRO@QDMS @UDMTD NE BNLOK@HMS VGDQD BNLO the Association.

b. The Association aims to act in the public interest to uphold standards of OQNEDRRHNM@K BNMCTBS @MC OQ@BSHBD RN @R SN

c. The Association aims to protect members of the public, the name and reputation of the Association and the professions referred to within the Ethical Framework.

d. These procedures are intended to promote the handling of complaints in an D§BHDMS D¤DBSHUD @MC OQNONQSHNM@SD V@X

1.2 Resolution with the Member

!DENQD RTALHSSHMF @ BNLOK@HMS SN SGD RRNBH@SH @SSDLOS SN QDRNKUD SGD HRRTD VHSG SGD (MCHUHCT Against and details of any attempt at resolution should be included within and form O@QS NE SGD BNLOK@HMS (E QDRNKTSHNM VHSG SGD , considered inappropriate L i211h] the Cfmplgaiants inthe particular ciprcf he

b. Complaints about Organisational Members

Section 2
Making a complaint and initial processing

2.1 Submitting a complaint

3GD "NLOK@HM@MS LTRS

a. 2TALHS SGD BNLOK@HMS RHFMDC @MC HM VQHSHMF S

b. "NM¥QL SG@S SGD BNLOK@HMS QDK@SDR SN @ RDQU

c. (CDMSHEX BKD@QKX SGD (MCHUHCT@K NQ .QF@MHR@

d. 6GDQD @ BNLOK@HMS HR @ANTS LNQD SG@M NMD ,DL HM QDRODBS NE D@BG QDKDU@MS ,DLADQ

e. /QNUHCD @ CDS@HKDC @BBNTMS NE SGD E@BSR FHU VHSG SGD C@SDR VGDM SGD DUDMS R NBBTQQDC

f. 3N SGD DWSDMS QDKHDC TONM QDEDQ SN QDKDU@M

g. /QNUHCD @MX VHSMDRR RS@SDLDMS R RHFMDC AX S

h.
8 €DMS H ĐG@ P0QD ĐGD VR HE@p0 PAU@PKPDDQ

1RWL®FDWLRQ

(E SGD 1DFHRSQ@Q BNMRHCDQR SG@S

a. SGD BNLOK@HMS

   i. G@R VGDQD @OOQNOQH@SD ADDM Q@HRDC VHSG paragraph 1.2;

   ii. relates to the matters referred to in paragraph 1.3;

   iii. is made by a Complainant falling within paragraph 1.4 or the Association in accordance with paragraph 1.5;

   HU HR @F@HMRS @ ,DLADQ NQ ENQLDQ ,DLADQ HM @BB

   U HR AQNTFGS VHSGHM SGD SHLD KHLHSR RODBH¥DC under paragraph 2.1 h);

   U his not a repeated complaint within paragraph 1.8; and

b. the Complainant has adequately complied with the obligations set out in paragraph 2.1;

3GD "@RD ,@M@FDQ VHKK FHUD VQHSSDM MNSHBD NE S OQNUHCD SGD ,DLADQ VHSG @ BNOX NE SGD BNLOK@HM reasonable time.

2.3 Preliminary investigation

a. 3GD "@RD ,@M@FDQ VHKK @RRDRR SGD BNLOK@HMS

b. 3GD "@RD ,@M@FDQ L@X QDPTDRS ETQSGDQ HMENQL NQ ,DLADQ SN @RRHRS SGDL HM @RRDRRHMF SGD BNL

2.4 Case Manager's Threshold Test

a. '@UHMF @RRDRRDC SGD BNLOK@HMS @MC @MX ETQSG QDRONMRD RTALHSSDC HM @BBNQC@MBD VHSG O@Q@ will consider whether the complaint meets the threshold test.

b. A complaint meets the threshold test where it is a complaint which the Case ,@M@FDQ QD@RNM@AKX BNMRHCDQR

   i. SGD E@BSR @KKDFDC @MC DUHCDMBDC AX SGD "NL @ E@HKTQD AX SGD ,DLADQ SN LDDS OQNEDRRHNM@

   ii. HR MNS UDW@SHNTR @MC NQ EQHUNKNTR HM @BBNC

2.5 Case Manager outcomes

a. 6GDQD SGD "@RD ,@M@FDQ BNMRHCDQR SG@S @ BNL SDRS SGDX VHKK¼Õ—@Q BNQ BE”X X Ð00€R SG@ SGI00`

2.7 Letter of Advice

a. +DSSDQ NE CUHBD B@M AD TRDC VGDQD SGDQD L@X AQD@BG NE OQNEDRRHNM@K RS@MC@QCR @MC VGDQD

b. 3GD "@RD ,@M@FDQ VHKK ENKKNV SGD OQNBDRR HM L@JD @ QDBNLLDMC@SHNM SN SGD 1DFHRSQ@Q (E SG HRRTD SGD +DSSDQ NE CUHBD 3GD "NLOK@HM@MS V

c.

3.4 Consensual Disposal

a. On receipt of a request, the IAC will consider whether or not to deal with the
BNLOK@HMS AX LD@MR NE BNMRDMRT@K CHRONR@K H
(" L@X VGDQD HS BNMRHCDQR HS E@HQ @MC @OOQN
Complainant in relation to a proposed consensual disposal.

b. If the complaint is dealt with by means of consensual disposal, there will be no
ENQL@K 'D@QHMF NE SGD BNLOK@HMS 'NVDUDQ SGD
CHRBHOKHM@QX CDBHRHNM @MC MNSH¥DC SN SGD "N

c. The agreement will be published in accordance with paragraph 8 a) of this Procedure.

d. Any material breach of the terms of the consensual disposal agreement by the
,DLADQ VHKK AD QDEDQQDC SN @ 2@MBSHNM /@MDK @
LDLADQRGHO QDFHRSQ@SHNM 2TBG @ CDBHRHNM VH
section 8 of this Procedure.

e. Where a sanction has been imposed by the IAC as part of the agreement relating

3.6 Interim Suspension

a. 3GD (" L@X HM @BBNQC@MBD VHSG OQNSNBNK /1 C LDLADQRGHO NE SGD RRNBH@SHNM ODMCHMF SGD NT NQ CHRBHOKHM@QX OQNBDDCHMFR Y(MSDQHL 2TROD necessary for the protection of the public or otherwise in the public interest.

b. The duration of an Interim Suspension imposed under paragraph 3.6 a) cannot DWBDDC LNMSGR

c. (M L@JHMF @MX CDBHRHNM HM QDK@SHNM SN @M (MS regard to the particular circumstances of the case.

d. 3GD ,DLADQ VHKK AD MNSH¥DC NE @MX CDBHRHNM SN

e. 3GD ,DLADQ L@X QDPTDRS @ QDUHDV NE SGD CDBHRH 2TRODMRHNM AX VQHSSDM MNSHBD SN SGD 1DFHRSQ@ the decision.

f. 3GD QDUHDV VHKK AD BNMRHCDQDC AX SGD (MCDODM OQNSNBNK /1 @MC SGDHQ CDBHRHNM MNSH¥DC SN S SG@S SGD QDUHDV S@JD OK@BD @S @ OTAKHB 'D@QH

g. (E SGD (MSDQHL 2TRODMRHNM HR L@HMS@HMDC ENKK @ QDUHDV HR MNS QDBDHUDC HM @BBNQC@MBD VHSG suspension will be placed on the Association's website and may be published in SGD MDWS HRRTD NE SGD RRNBH@SHNMWR INTQM@K Publication Policy.

h. RTRODMCDC ,DLADQ L@X @OOKX HM VQHSHMF ENQ S VGDQD SGD BHQBTLRS@MBDR RHMBD SGD RTRODMRH G@UD L@SDQH@KKX BG@MFDC

3.7 Review of the decision of the Investigation and Assessment Committee

a. If a complaint is dismissed in its entirety, a Complainant may make a written QDPTDRS VHSGHM C@XR NE MNSH¥B@SHNM NE SGD QDUHDVDC 3GD "NLOK@HM@MS L@X QDPTDRS @ QDUI

i. 3GD CDBHRHNM V@R BKD@QKX L@CD @F@HMRS SGD

ii. 3GDQD HR MDV DUHCDMBD SG@S V@R MNS @U@HK@ RTAIDBS SN SGD BNMCHSHNMR K@HC CNVM HM /QNS

iii. There has been a clear error of fact or failure of procedure which was material to the decision made.

b. 3GD "NLOK@HM@MS LTRS RDS NTS HM SGD QDPTDRS @
ENQ SGD QDUHDV @MC OQNUHCD @MX RTOONQSHMF C

c. 1DUHDVR VHKK AD B@QQHDC NTS AX @M (MCDODMCDM

Section 4
Complaints referred to a Panel

Practice Review Process

c. 6GDQD @ BNLOK@HMS HR @KKNB@SDC AX SGD (" SN S
SN O@Q@FQ@OG H

i. SGD O@QSHDR SN @ BNLOK@HMS @KKNB@SDC SN SG
"NLOK@HM@MS @MC SGD ,DLADQ

ii. SGD "NLOK@HM@MS L@X MNLHM@SD @ QDOQDRDMS@
@ EQHDMC NQ E@LHKX LDLADQ SN RTOONQS @MC N
complaint;

iii. SGD 1DFHRSQ@Q RG@KK @S SGD QDPTDRS NE SGD
RTOONQSDQZ SN RTOONQS @MC @RRHRS SGD "NLOK
which shall be met by the Association;

H la professional supporter, nominated by the Association, pursuant to paragraph
dVt•± H H H M ©Õä À ð ° •cFè fffÄ° ° 0 @ À 0 ° 0ŽP ð ° 0 0 p @ 0 À @ ĐG

c. Where the Case Presenter fails to comply with an order made under paragraph

4.11 Re-allocation of complaints to Disciplinary Proceedings Track

a. If at any time the Panel considers that a complaint allocated to the Practice 1DUHDV /QNBDRR L@X Q@HRD L@SSDQR VGHBG HE O misconduct, the Panel may refer the matter back to the IAC.

b. Where a complaint is referred to the IAC pursuant to paragraph 4.11 a), the IAC will reconsider the complaint in accordance with paragraph 3.2.

c. If the IAC decides in accordance with paragraph 4.11 b) that any of the allegations are allegations of professional misconduct, the complaint will be allocated to the #HRBHOKHM@QX /QNBDDCHMFR 3Q@BJ @MC QDEDQQD

%DVLV RI ®QGLQJV

a. Findings in all cases are on the basis of a balance of probabilities, which means SG@S SGD /@MDK LTRS AD R@SHR¥DC SG@S HS HR LN facts alleged are true.

b. 6GDQD @ B@RD HR ADHMF OQDRDMSDC NM SGD #HRBH HR NM SGD RRNBH@SHNM SN OQNUD SGD @KKDF@SHI

c. The Panel must determine whether the established facts amount to a failure to meet professional standards or, where alleged, professional misconduct.

5.4 Consideration on the papers

6HSG SGD BNMRDMS NE SGD O@QSHDR B@RDR @KKNB@ at the Panel's discretion, be considered by the Panel on the papers without the attendance of the parties.

5.5 Presence of a representative

a. 3GD ,DLADQ L@X AD @BBNLO@MHDC AX @ QDOQDRDMS speak on their behalf.

b. 6GDQD @ BNLOK@HMS HR @KKNB@SDC SN SGD /Q@BS L@X AD @BBNLO@MHDC AX @ QDOQDRDMS@SHUD NQ F @MC NQ ROD@J NM SGDHQ ADG@KE VGDSGDQ NQ MNS the Association).

c. 6GDQD @ O@QSX G@R @ QDOQDRDMS@SHUD RTOONQS SN SGD 1DFHRSQ@Q @S KD@RS C@XR OQHNQ SN SG @QD HMRSQTBSDC MNLHM@SDC VHSGHM C@XR NE S OQ@BSHB@AKD @ESDQ SGDX @QD HMRSQTBSDC MNLH

5.6 Attendance by witnesses

a. A witness can only be called if that witness has supplied a signed statement in VQHSHMF UDQH¥DC AX @ RS@SDLDMS NE SQTSG

b. A party wishing to call a witness to attend a Hearing must notify the Association who will inform the Panel and (where applicable) the other party, in accordance with case management directions, if any.

c. (E SGD B@RD HR @KKNB@SDC SN SGD /Q@BSHBD 1DUH ODQLHRRHNM NE SGD /@MDK SN B@KK VHSMDRRDR NS Complainant.

d. Witnesses may be questioned by the Panel and by both parties in relation to SGDHQ DUHCDMBD

5.7 Procedure at a Disciplinary Proceedings Track Hearing

Format

a. 6GDQD @ BNLOK@HMS HR @KKNB@SDC SN SGD #HRBH

5.8 Procedure at a Practice Review Hearing

Format

a.

Conclusion of the Hearing

l. 3GD /@MDK VHKK HMUHSD SGD O@QSHDR SN L@JD @M

m. 3GD /@MDK VHKK CDKHADQ@SD HM OQHU@SD HM NQC
CDSDQLHMD VGDSGDQ SGD @KKDF@SHNMR @QD ENTM

n. (E NMD NQ LNQD NE SGD @KKDF@SHNMR HR ENTMC OQ

5.10 Expenses

1RWL®FDWLRQ RI GHFLVLRQ

a. 3GD CDBHRHNM NE SGD /@MDK VHKK AD MNSH¥DC SN of the Hearing.

b. MX RTARDPTDMS CDBHRHNM NE SGD /@MDK HM QDK@ the parties in writing within 14 days of the Panel's decision.

c. (E MN @OOD@K G@R ADDM KNCFDC VHSGHM C@XR N ¥MCHMFR @MC CDBHRHNM NE SGD /@MDK HMBKTCHMF paragraph 6.2, the decision of the Panel, including details of any sanction, will be published in accordance with section 8 of this Procedure.

d. 6GDQD @ BNLOK@HMS HR @KKNB@SDC SN SGD #HRBH
may, on receipt of a written notice pursuant to paragraph 6.3 c) rejecting the appeal, request within 14 days, that the grounds of appeal are reconsidered at an NQ@K 'D@QHMF ADENQD SGD (MCDODMCDMS 1DUHDVD

e. 'D@QHMF BNMUDMDC OTQR Ten-GB 0 0 11 146.i6.4 11 1293 <00c 0 (en

b. If a request for reconsideration is made pursuant to paragraph 6.3 d) the sanction V H K K M N S S @ J D D ¤ D B S T M S H K S G D (M C D O D M C D M S 1 D U their decision following the reconsideration;

c. If, following a reconsideration pursuant to paragraph 6.3 d) the Independent 1 D U H D V D Q @ B B D O S R S G D @ O O D @ K S G D R @ M B S H N M V /@MDK MNSH¥DR SGD O@QSHDR NE HSR CDBHRHNM

6.6 Powers of the Appeal Panel

a. 3 G D O O D @ K /@MDK L@X QDUHDV @KK @RODBSR NE @ ¥MCHMFR @R @ VGNKD HSR ¥MCHMFR NM @ RODBH¥B HLONRDC AX SGD /@MDK NQ SGD RRNBH@SHNM 3GD VGHBG DKDLDMS R NE SGD BNLOK@HMS SN GD@Q @M NQ R@MBSHNM VGHBG G@UD MNS ADDM Q@HRDC AX S

b. 6 G D M S G D @ O O D @ K H R @ M @ O O D @ K @ F @ H M R S @ R @ @KK NE SGD /@MDKWR ¥MCHMFR SN CDSDQLHMD VGDS proportionate.

c. The Appeal Panel will only consider the allegations which were part of the original complaint. The Appeal Panel will not hear new allegations.

d. The Panel may make any direction necessary to ensure the smooth running of the @OOD@KR OQNBDRR 3GHR L@X HMBKTCD VHSGNTS K

   i. directing the Appellant to limit their representations and argument to those @RODBSR NE SGD @OOD@K HM QDK@SHNM SN VGHB established; or

   ii. C H Q D B S H M F S G @ S S G D O O D @ K ' D @ Q H M F O Q N B D D C F considered by the Panel without the recalling of witnesses.

e. . M G D @ Q H M F @ M @ O O D @ K S G D O O D @ K /@MDK L@X

   i. reject or allow the whole appeal or any part of it;

   ii. uphold the Panel's decision or any part of it;

   iii. substitute the whole or any part of the Panel's decision with its own; and

   H Uphold the Panel's sanction, substitute its own sanction or order that any sanction be lifted.

f. (E S G D O O D @ K /@MDK NQ SGD (MCDODMCDMS 1DUHD 6.3 d) decides to make its own decision to impose a sanction, it shall only impose a sanction which the Professional Conduct Panel that heard the complaint could G@UD HLONRDC OTQRT@MS SN O@Q@FQ@OGR @

g. Any decision made by the Appeal Panel must be communicated to the

Section 7
Compliance with sanctions

7.1 Sanction Panel

a. A Sanction Panel will consist of not less than three persons from the Association's pool of Professional Conduct Panel members, including at least one lay person and at least one member of the Association, to monitor the discharge of sanctions @MC BNMRHCDQ DUHCDMBD NE BNLOKH@MBD

b. /@MDK ,DLADQ RG@KK MNS AD CHRPT@KH¥DC EQNL F they sat on the Professional Conduct Panel which determined the complaint that the Sanction Panel is considering.

7.2 Compliance with sanctions

a. 3GHR O@Q@FQ@OG @OOKHDR VGDQD @ /@MDK G@R H OTQRT@MS SN O@Q@FQ@OGR C @MC D @MC @ @BSHNM SN AD S@JDM AX SGD ,DLADQ @MC NQ OQNUH LDLADQRGHO TMSHK RODBH¥DC BNMCHSHNMR G@UD A

b. 3GD 2@MBSHNM /@MDK VHKK CDBHCD HE SGD QDPTHQ ETK¥KKDC @MC VGDSGDQ VGDQD @OOKHB@AKD SGD G@UD ADDM R@SHR¥DC

c. 3GD ,DLADQ VHKK AD MNSH¥DC HM VQHSHMF NE @MX

d. Where a suspension is lifted, a sanction compliance notice will be published in accordance with the Association's Publication Policy.

Section 9
Miscellaneous

9.1 Dual accountability

a. 6GDQD @ BNLOK@HMS G@R ADDM RTALHSSDC @ANTS (
the same complaint has also been submitted to another professional body of
VGHBG SGDX @QD @KRN @ ,DLADQ SGD 1DFHRSQ@Q V
OQNEDRRHNM@K ANCX CDBHCD VGDSGDQ

i. the Association will process the complaint; or

ii. the Association will stay its complaints process until the outcome of the
BNLOK@HMSR OQNBDRR NE SGD NSGDQ OQNEDRRHN

b. 6GDQD @ BNLOK@HMS HR RS@XDC OTQRT@MS SN O@Q
determination or discontinuance of the complaint by the other professional
body, BACP will consider whether the complaint will be processed through its

9.3. Staying the Procedure

3GD (" NQ SGD /@MDK L@X NM SGD @OOKHB@SHNM NE defer consideration of a complaint or stay proceedings under this Procedure at any time if it considers it necessary in the interests of justice.

9.4 Records

a. 3GD RRNBH@SHNMWR #@S@ /QNSDBSHNM /NKHBX @R OTAKHB@SHNM NE CDBHRHNMR @R LNCH¥DC EQNL SH

9.6 Delegation

3GD ETMBSHNMR NE SGD 1DFHRSQ@Q TMCDQ SGDRD OQN HMCHUHCT@K MNLHM@SDC AX SGD 1DFHRSQ@Q VGDSGD Association.

9.7 Lapsed membership/registration

%@HKTQD SN QDMDV LDLADQRGHO QDFHRSQ@SHNM AX @ complaint will not terminate a complaint under this Procedure, including the enforcement of any sanctions outstanding.

,DLADQWR QDRHFM@SHNM EQNL LDLADQRGHO QDFHRSQ MNS SDQLHM@SD MNQ HMU@KHC@SD SGD OQNBDRRHMF Association.

9.8 Declaration of interest

Any Panellist appointed by BACP has a duty to declare any interest which may QD@RNM@AKX AD BNMRHCDQDC SN @¤DBS SGDHQ HLO@

9.9 Status of protocols

(M SGD DUDMS NE @MX BNM¦HBS ADSVDDM SGD SDQLR N this Procedure, the terms of this Procedure shall take precedence.

9.10 Deemed Date of Service

MX MNSHBD QDPTHQDC SN AD RDQUDC AX SGD RRNBH@ DL@HK RG@KK AD CDDLDC SN AD RDQUDC NM SGD C@X

All notices (including email) will be sent to the last known address.

9.11 Guidance

The Association may from time to time issue such guidance as it considers appropriate SN @RRHRS ,DLADQR @MC "NLOK@HM@MSR NQ ONSDMSH operating this Procedure.

MX RTBG FTHC@MBD VHKK MNS G@UD HMSDQOQDSHUD D

In the case of any inconsistency between any guidance and this Procedure, the OQNUHRHNMR NE SGHR /QNBDCTQD VHKK OQDU@HK