

There are several key stages in the complaints procedure and the following timeframes will give you an indication as to these stages and how long each stage may take.

If your complaint is taken through the procedure, under normal circumstances, we would aim to complete the process within 12-18 months; however, due to the pandemic, times may vary. At the outset of a complaint, the gathering of information, assessment and allocation, and communication with the parties involves investment in time, and you will find below the estimate of these timings, for each stage. Please bear in mind that some complaints are more complicated and can take longer to prepare and to receive all the information needed to practice, so we must ensure we have all the information needed to proceed.

1. We aim to meet the timeframes listed below; however, where we are unable to, or there is a delay, we will let you know.
2. We aim to update you at appropriate and regular intervals during the process unless you ask us not to. This may be by email, letter or telephone, our preferred method of contact will be by email.

Complaint received by BACP	Acknowledge receipt	Within 1 week
Assessment of complaint against requirements of the Professional Conduct Procedure	Review of complaint information and evidence submitted and allocation to case manager.	6 to 8 weeks
Requests for further information and a preliminary response	The	

Member invited to enter into a consensual disposal	Where the IAC decide that the case should be settled by a consensual disposal, an agreement will be drafted by the IAC and finalised between the member and the Chair of the IAC	6 to 10 weeks from the date the IAC convened
--	--	--