

## **Guidelines for Supervisors where a Supervisee has had a complaint made against them**

When a supervisee contacts you where a complaint has been made against them they are likely to be in some considerable distress and we would advise that you would arrange to meet with them as soon as is possible. Suggest that they bring a copy of the complaint with them so that you can go through it together.

You will see from the notes sent to the Supervisee that the Complaints Committee has to remain neutral and so the support you can offer your supervisee during the process is invaluable.

The following are some suggested bullet points for you both in working through the complaint.

- Ask the Supervisee for their notes on the case so you can track where possible difficulties arose.
- Check your own notes as to how often the case was presented in supervision and what actions were decided upon if any.
- What were the themes in the therapy and at any point was the Supervisee aware that the client was not happy with the therapy and how was this dealt with?
- Clarify if there were any issues concerning the keeping of appropriate boundaries.
- What was the setting in which the therapy took place and had this been named by the client as an issue?
- Discuss in detail with the Supervisee why the client might have felt a breach of the Code of Ethics and Practice has occurred as it is important for them to examine their own practice.
- Explore what the Supervisee has put in place for self care and strongly advise them to avail of personal therapy for the duration.
- Finally we would suggest that any correspondence that is sent to us by the Supervisee is discussed with you in supervision.