

IACP Complaints Committee - Terms of Reference

Name: IACP Complaints Committee

Reporting to: Board of Directors

1. Reporting Mechanism:

- Annual end of year report to the Board of Directors
- Attendance at Board meeting by arrangement
- AGM Booklet Report /if required
- Minutes to be available in Head Office

2. Purpose & Scope:

This committee examines complaints made by clients of IACP Accredited and Pre-accredited members. Complaints are examined and processed in accordance with the IACP Complaints Procedure and with reference to the IACP Code of Ethics and Practice. The Committee formulates responses to both parties and adjudicates on sanctions where appropriate.

3. Specific Outputs Required- Responsibilities of Committee:

- To examine complaints with specific reference to the IACP Complaints Process and the IACP Code of Ethics and Practice
- To impose sanctions where appropriate
- To follow the imposition of a sanction through to a conclusion
- When a sanction involving the suspension or withdrawal of membership is imposed this will be communicated to the IACP Board of Directors for ratification. The IACP Accreditation Supervisor will be informed
- If and when the sanction involving membership status has been concluded this will be communicated to the IACP Board of Directors for ratification. The IACP Accreditation Supervisor will be informed.

4. Confidentiality

- All the work and communications of the Complaints Committee are strictly confidential.
- All Committee members sign a code of confidentiality
- When necessary, advice on Data management is taken from the Data Protection Officer
- When necessary, issues relating to Child Protection are communicated to the IACP designated officer
- All written communication between office staff and members to be on the IACP Office 365 site
- All written communication between Committee Members to be on the IACP Office 365 site
- When required advice will be sought from the IACP solicitor

5. Relationship to other committees:

- When necessary, the Complaints Committee will liaise with other IACP Committees through the Chair

6. Related policies, by-laws, and existing systems:

- IACP Sub Committee Regulation IACP Code of Ethics & Practice for Counsellors / Psychotherapists
- IACP Code of Ethics & Practice for Supervisors of Counsellors & Psychotherapists

7. Committee Structure:

The Complaints Committee shall consist of

A minimum of Six and a maximum of Nine Accredited Members, appointed by the Board of Directors, who will be asked to serve for a period of four years.

Prospective members of the Complaints Committee must be

- accredited IACP members with a record of 5 years accreditation with IACP or
- accredited IACP members with a record of 5 years accreditation with BACP or IAHIP.

Applicants will be asked to submit an IACP volunteer application form and a statement of interest in serving on the Complaints Committee; this statement to include relevant professional experience.

Committee members may be reappointed by the Board of Directors for a further period of four years.

IACP members who are on the 'Inactive or Retired Membership' list may be nominated for **one** term of 4 years

The Complaints Committee will also include

An Extern Member who is not a member of IACP and who is appointed by the Board of Directors for a period of four years, The extern member can be re-appointed for one further period of four years only.

Appointments will be made as vacancies arise and each member of the Complaints Committee will sign a declaration of confidentiality.

- **Committee Representation:** One Committee member, normally the Chairperson, but in their absence a delegate will represent the Committee when invited to the Board of Directors
- **Duration of Committee:** Permanent Committee (For ongoing review/development/advice)
- **Committee Meetings:** The committee will meet once a month for 11 months of the year. Meetings will be held in Head Office, unless otherwise arranged.
- **Duration of meetings:**

2hrs – 2.5hrs

If a member of the Complaints Committee misses more than three meetings, without pre-arrangement with the chair, in any given year they shall be required to resign their position on the committee.

Committee Chairperson: The committee chairperson will be nominated by committee members and elected by a vote of the members for a period of 2 years.

A Vice-Chair will be nominated by committee members and elected by vote of the members for a period of 1 year.

Members who have held the position of Vice-Chair to be preferred for nomination to the position of Chairperson.

Positions to be reviewed at the end of each year.

8. Decision Making Process:

- Majority vote with the chair holding the casting vote

9. Quorum:

- A quorum will be one half of committee number plus one

10. Minute taker:

- Administrator of the Complaints Committee. The Complaints Committee administrator is appointed by the Board of Directors.

11. Approval and circulation of Minutes:

- Minutes to be circulated to committee members, and available in IACP Head Office
- Minutes to be approved and signed at next meeting

12. Budget and Resources

- Expected Meeting Expenses: Travel and subsistence costs according to the Expenses Policy
- Committee Expenses: Meeting expenses if meeting is outside IACP Office
- External Expenses: A fee and expenses will be paid to the Extern Member.

13. Conflict of Interest

- All members of IACP Sub Committees are subject to the IACP Conflict of Interest Policy. (Please see the IACP Volunteer policy for full details)

14. Management of Sanctions

- Both parties to a complaint will be informed of the final decision of the committee
- When the complaint is upheld and sanctions imposed the supervisor will be informed and, if necessary, the Accreditation department

Addendum:

1. Where a complaint is made by a client *against* a **student member** of IACP a full written report from the College's complaints procedure must be obtained before proceeding with the IACP Complaints Process.

2. Where a complaint is made *by* a **student member** of IACP, against their personal counsellor, where the counsellor is an IACP member, a full written report from the College's complaints procedure must be obtained before proceeding with the IACP Complaints Process.

Terms of Reference to be reviewed January every 2nd year
Ratified January 2023
