

TISUK Complaints Procedure (for training delegates, practitioners, applicants, schools and any other user of TISUK)

Preamble.

The purpose of the complaints procedure is to enable training delegates, practitioners, applicants and service users of TISUK to raise issues of concern or dissatisfaction about a professional conduct issue or ethical issue through a clear process for dealing with and resolving grievances or complaints. Any issue which is not a professional conduct issue or ethical issue cannot be addressed through the complaints procedure.

The complaints procedure cannot be used to:

- 1) Make a complaint against academic marks (e.g., pass, fail or a grade). This is in line with university regulations. It is possible to complain if it is believed that there was an error in the assessment procedure (Please see TISUK Assessment Appeals Policy on the TISUK website)
- 2) Make a complaint about a trainer's assessment of the delegate's personal readiness concern (see TISUK contract)
- 3) Make complaint on the content or delivery of a training as this is not a professional conduct or ethical issue but a matter of taste and opinion.
- 4) Make a complaint against a trainer, home group tutor or member of staff without stating which clause in the Code of Ethics and Professional Practice for Trainers you believe to have been breached.
- 5) Make a complaint against a TISUK practitioner without stating which clause in the Code of Ethics and Professional Practice, you believe to have been breached
- 6) Make a complaint against a decision by TISUK to end a trainee's training due to a psychological safety / and or personal readiness concern, as this possibility was agreed to by the delegate as part of their signed training contract.
- 7) Make a complaint about fees, or the financial terms of conditions of the training.

Time Limit- Please note: Complaints can only be made within 10 days of the event /incident being complained about and/or within 10 days of receipt of the Complaints Procedure. Complaints outside of this timeframe would only be considered in exceptional circumstances that prevented the complainant lodging the complaint within the 10 working days.

Complaints made by delegates on a training

In the event of a trainee thinking that they have cause for complaint concerning an ethical or professional conduct issue against either a tutor, or member of TISUK management or other party involved with TISUK they must first approach the person concerned to try to resolve the matter informally.

Complaints made by schools/parents /other parties against a TISUK practitioner in training or TISUK graduate

It is not possible to make a complaint against a practitioner or practitioner in training at TISUK without sending the complaint in writing to The Ethics and Complaints Committee with details of the exact clause/s in TISUK's Code of Ethics and Professional Practice that you think have been breached. Please ask for this document to be sent to you if you don't have a copy (info@traumainformedschools.co.uk)

Staged Procedure

Stage one

Complainants should attempt to resolve the complaint informally via the Course leader, persons concerned or those responsible for the matter, giving rise to the complaint. This must happen before moving on to a submitting a formal complaint. Any complainant who has not attempted to resolve their complaint through informal resolution will be asked to explain in writing why they have not completed stage one (e.g. if there were exceptional circumstances that prevented the early resolution attempt). Please write to Senior Management at TISUK who will respond to this.

Stage Two

Where it has not been possible to resolve a complaint informally, the complainant contacts Senior Management TISUK and makes clear the nature of their complaint. It is not possible to make a complaint against a practitioner or practitioner in training at TISUK without detailing the exact clause/s in TISUK's Code of Ethics and Professional Practice that you think have been breached. It is not possible to make a complaint against a trainer at TISUK without detailing the exact clause/s in

TISUK's Code of Ethics and Professional Practice for Trainers that you think have been breached Please ask for the appropriate document to be sent to you if you don't have a copy (info@traumainformedschools.co.uk).

A formal complaint must include in writing to The Ethics and Complaints Committee at info@traumainformedschools.co.uk with the following:

- The complainant's name and contact address must be supplied on a covering note regarding the complaint, not as part of the complaint itself (this is to ensure, where necessary, the confidentiality of the complainant).
- The clause (please give the clause number) you believe to have been breached in the Code of Ethics and Professional Practice for Practitioners or The Code of Ethics and Professional Practice for Trainers (whichever is appropriate). It is not possible to make a complaint without this.
- The circumstances (and date thereof) giving rise to the complaint
- Confirmation that all informal channels of communication have been explored unsuccessfully (see stage one below) including details of the individuals involved, meetings organised and attended and why the complaint has not been satisfactorily resolved at these meetings (This is not necessary if the complaint is made by a child or young person, or parent of a child)
- Any evidence by way of corroboration, e.g., a witness statement, to be appended

A request that the complaint be dealt with formally under this procedure

Stage Three

The respondent will be notified that a complaint against them has been registered at TISUK and they will be provided with written details. The respondent is then invited to provide a written response to The Ethics and Complaints Committee and/or will be invited to attend a meeting with The Ethics and Complaints Committee (in any meetings, the complainant and respondent are entitled to bring along a friend or colleague but not a paid legal representative). Any written information that the complainant wishes to be considered by TISUK must be submitted 10 days before any meeting takes place (written information not given in advance cannot be considered by the Ethics and Complaints Committee).

Stage Four

If the complaint is a professional practice issue made by a parent on behalf of a child or by a young person themselves The TISUK Ethics and Complaints Committee will evaluate the written submissions from both the complainant and the practitioner. The practitioner will be called to a meeting (via zoom) to discuss the complaint made against them. The Committee will consider whether or not to uphold the complaint or whether there is no case to answer. If they decide to uphold the complaint, they will propose a course of action in a recommendation report. This recommendation report is then sent with all of the collated relevant information to Senior Management TISUK

If the complaint is not about a professional practice issue made by a parent on behalf of a child or by a young person themselves, the Ethics and Complaints Committee will evaluate the written submissions and consider whether to uphold or not uphold the complaint. If the latter, they will propose a course of action in a recommendation report. This recommendation report is then sent with all collated information to Senior Management TISUK for ratification.

Stage Five

The decision ratified by the Senior Management is communicated to the Ethics and Complaints Committee.

Stage Six

The Ethics and Complaints Committee then informs the complainant and responder of the decisions and prescribed actions.