

TRAINING PROVIDER CONCERNS PROCESS

We review information you send us only when you've completed your training provider complaints process in full.

We're not a place of appeal, and we use the information you send us as evidence which we use to assess whether your training provider is meeting our standards. This is done confidentially between the Society and your Training Provider as part of their accreditation assessment. You are treated as a witness providing evidence for review rather than as a complainant, and interactions between the Society and your training provider are likely to be confidential.

As an Accrediting Body, The Society is not a place of appeal for complaints raised against training providers where you disagree with the outcome, and we do not hold complaints hearings concerning training providers as we would do concerning individual counsellors.

Instead, our role is one of reviewing information you send us while you act as a witness, providing information which may be relevant to your training provider's ability to meet our training standards. You don't have to understand our standards or procedures to send us information for review.

You should first raise your complaint with your provider rather than with the Society. Your provider should have a written complaints procedure and they are obliged to provide you with a copy and follow its steps. This should include an appeals step.

You must consent to our sharing your communication and evidence with your provider.

We are likely to wish to share your communication and evidence as part of our review processes. If you don't consent to this then we won't be able to use the information you send us to help with our processes, so the information you send won't be useable by the Society. On providing your consent we may contact your provider prior to receiving further information or evidence from you if it assists our review process.

The Society is unable to review your information until you have finished any complaints process with your training provider, including an appeal. You will likely have a legally binding training contract which requires both parties to resolve their differences via a complaints process and you should follow this contract.

My training provider won't follow their process properly

If you can provide evidence that your training provider:

- Won't follow their written process
- Won't provide you with a copy of their written process
- Has unreasonably delayed their process

Then we may at our sole discretion communicate with your training provider to assure ourselves that they are following their complaints process in line with our expectations as their accrediting body. Our communications with your provider regarding their process will be confidential unless we need to disclose further information to you to gather evidence.

Evidence outside of our remit

The following evidence is outside of our remit as an Accrediting Body (subject to the exceptions set out at the end of this document):

- Evidence related to claims about “value for money”
- Evidence regarding refund requests or financial negotiations
- Evidence regarding the ability to find work
- Evidence regarding placement provision
- Evidence regarding course recognition or the value of course recognition
- Evidence from a potential student, e.g. having a place declined
- Evidence about a provider declining to enroll or continue to train a student or removal from a course/failing a course

Examples of evidence related to the above are likely to be covered in your training contract and are a matter for you and your provider.

Evidence that may be within our remit

We generally accept information for review where you provide us with evidence that a training provider is not meeting our accreditation standards, such as:

- Evidence that your provider has not met educational standards e.g. their syllabus was not as described
- Evidence that your tutor or tutors were not properly qualified
- Evidence that your provider’s lessons were substandard
- Evidence that your provider repeatedly and unreasonably cancelled or delayed training, including marking
- Evidence that specific training standards have not been met

How we may review your evidence

We would expect to receive all documentation related to your original complaint against your provider together with your consent to share this.

The Society will determine whether:

- You have fully explored and completed your training provider complaints process
- Your evidence is within our remit
- Your evidence may indicate an issue with your training provider’s adherence to our standards of accreditation

Your case officer will then if warranted, review your evidence against our standards and communicate with your training provider. This will usually be a confidential process.

Your case officer may at any time request more information from you or your training provider. They may also at their sole discretion refer your evidence for review by our Professional Standards Committee.

Most reviews will be scheduled to occur alongside your training provider’s course renewal process although at our sole discretion we may begin a review process immediately on receipt of your evidence. Any review outcomes are likely to occur at your training provider’s next scheduled course renewal process. These are normally confidential with likely exceptions being the suspension or removal of course approval or accreditation, which are, at our discretion, made public.

Possible outcomes of our review process

Our review process is designed to safeguard our Accreditation scheme by ensuring that our training providers comply with our standards. Possible outcomes of a review can include:

- No further action by the Society
- A Letter of Advice to your training provider, which could contain learning points (for example, asking your provider to consider some course material changes.)
- A Condition to your training provider, where they are required to make a change before their next re-accreditation and provide evidence of the change before their accreditation can continue
- Suspension of Accreditation – reserved for serious or multiple non compliance with our standards, suspension is revoked once the training provider has provided evidence of compliance
- Removal of Accreditation – reserved for the most serious breaches of our standards, including non compliance with conditions or with our review process

If the Society does not suspend or remove accreditation, our review process will remain internal and you will not be given full information as to the outcome of our process.

Appeals

The Society's decision as to the outcome of our review process shall be final and there are no rights of appeal.

Complaints by Third Parties

If you are not a student then you may request a review of a training provider by providing us with evidence that is in our remit as an Accrediting Body.

We do not accept anonymous submissions and your evidence will be shared with the training provider who will be invited to respond.

We will take into account any conflict of interest by a third party, for example, if you are writing on behalf of a competitor.

We will then follow our review process and we do not inform third parties of the outcome of that process.

Thereafter, your concern and their response will be reviewed by a case officer and/or referred to the Professional Standards Committee.

The decision of the case officer or the Professional Standards Committee is final.

Requests for Review by a Third Party, with all relevant evidence, should be sent to Conduct@ncps.com.

Exceptions: Serious Cases

If you can provide evidence of :

- A serious risk to the public or the student body
- Criminal activity
- Imminent risk of financial collapse of the training provider

Then we may accept your evidence and commence an immediate review irrespective of any training provider process

Imminent Legal Action

Where you make threats of legal action against the training provider we reserve the right to suspend this process pending the outcome of any legal resolution, until such time as both parties in the action reach a settlement or a court action is decided.

Who to Contact?

The quickest way to contact us is to email conduct@ncps.com.

You may also call us on 01903 213683 and leave a message, one of our team members will get back to you as soon as possible.

If you have any questions, please do not
hesitate to contact our team



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