



Irish Play Therapy Association Complaints Procedure

INTRODUCTION

The establishment of a complaints procedure is to ensure the continuing commitment of the Irish Play Therapy Association and the professional practice of its members. This procedure is in place to afford protection to the public, to protect the reputation of IPTA and to protect the professions of play therapy and filial play therapy as conducted by members of this association. This procedure is effective from 1st September 2010 and aims to

- Safeguard and promote the welfare of the child
- Provide a means of considering any complaint about an infringement of the IPTA Code of Ethics and Good Practice (Code of Ethics) on the part of a student or full member of IPTA
- Protect the child, the Complainant and the member of IPTA

Who can make a complaint?

A complaint can be made by either:

- (a) A member of the public seeking or using a service provided by a member of IPTA.
- (b) A member against another member.

Complaints against non-members

IPTA cannot deal with complaints made against individuals or organisations who are not members of IPTA. Anonymous Complaints The Committee shall not respond to anonymous complaints.

Making a complaint

The Complainant must put their concerns in writing to the Chairperson of IPTA. If a child or young person under the age of sixteen wants to make a complaint, the complaint should be put in writing on behalf of that child or young person by a responsible adult.

To initiate the Complaints Procedure the Complainant must present a signed and dated letter which includes the following:

1. The name and current address of the Complainant
2. The name and current address of the client (if not the Complainant)
3. The name and current work address of the Respondent
4. details of the services used (i.e. dates of contact with the Respondent and any other relevant details)
5. A summary of the complaint
6. Any other relevant information

Complaints Committee

The Complaints Committee will formally accept, investigate and respond to the complaint.

Making a complaint

The complainant must put their complaint in writing to the Chairperson of the Committee within 3 years of the alleged breach of conduct.

Criteria for the complaint

The complaint must relate to an alleged breach of the Code of Ethics of IPTA.

Criteria for accepting a complaint

The following are the criteria that the Committee will consider in deciding whether to accept a complaint

- The respondent is a student or full member of IPTA
- The timescale of 3 years is adhered to
- The complaint must relate to an alleged breach of the IPTA Code of Ethics
- The complainant must have either used the services of the Respondent or is complaining on behalf of a child or young person with whom the Respondent has worked
- If the complaint is being investigated by another body/bodies, the Committee may decide to await the outcome of that procedure before making a decision about whether to accept or investigate the complaint

If the above criteria are not met, the Committee shall not hear the complaint.

Timescale

The Committee must formally respond to the complaint within 28 days.

Records

A written record of the formal complaint, the response, the decision by the Committee, the appeal decision (if any) and the sanction will be kept for 5 years.

Expenses

IPTA will not be liable for any expenses incurred by the complainant or the member against whom the complaint is being made.

Sanctions

The Committee shall decide on sanctions, if any, to impose on the complainant as a result of the breach of Code of Ethics and inform them of same.

Suspension of Membership Rights

Should the Committee deem it appropriate following investigation of the complaint, they can suspend the rights of the membership of the member complained against. The Chairperson will notify the member in writing of this decision.

Appeals

Appeals must be notified to the Committee within 28 days of receipt of the decision/sanction against the original complaint. Following hearing of the evidence, the Chair of the Committee shall notify the complainant and the member against whom the complaint is made, of the decision of the appeal.

Address

Chairperson IPTA,

MAPP Centre,

Unit 6,

Great Island Enterprise Park,

Ballincollig,

Cork,

P31EC98