

## PERSONAL GRIEVANCE PROCEDURES

Next Review due: 2020

We aim to deliver a high quality educational environment through our staff, visiting tutors and campus facilities. We wish to deal with any grievance or complaints that students have as soon as they occur, in an open and fair manner. This grievance procedure has been developed for those times when the actions and/or behaviour of a member of the training team has caused you an unusual degree of difficulty or distress, or for times when you feel that your concern has not been heard appropriately or taken seriously by the School.

In keeping with our overall Code of Ethics the following general points apply to all aspects of this policy.

- We will treat your complaint confidentially, only involving those people who need to have access to papers and/or other information concerning it.
- We will operate a fair process ensuring that all views are both heard and acknowledged.
- We will keep you informed about the progress of your complaint, including agreed timescales, and if there is a delay, for any reason, then we will let you know the reason for that delay.

There are many opportunities for students and tutors to give feedback and evaluation on all aspects of the course, for example in personal tutorials or review sessions. A training of arts in therapy will stir up powerful feelings in the soul. Becoming a transformative arts therapist involves self-transformation and taking responsibility for one's own process. The guidance offered below is aimed to assist students to deal with intrapersonal or interpersonal issues during the training.

*In the event of difficulties arising within yourself* there might be times during the training when through the interaction with other course members you might experience difficulties within yourself. At other times, personal circumstances might pull you in different directions, and you may begin to question your present and future aims. In such cases and in any other

personal concern you have you are invited to contact the *Student Support Service* offered by the Core Course tutors for a private and confidential conversation.

*In the event of difficulties between course members:* Problems that arise between course members should be resolved privately when possible and not made a group issue. The Transpersonal Arts in Therapy training is intended for mature adults and the School assumes students are able to handle their own interpersonal differences and have access to outside help. However, if these are unable to be resolved the student(s) may contact core course tutors.

*In the event of difficulties between staff and course members:* If you have problems with a member of staff, please try to speak immediately with them and resolve it. Failing this you may wish to share your issue with another member of staff you feel more comfortable with.

You should explain briefly what the complaint is and what staff member(s) were involved. If a resolution cannot still be found you may bring it to the attention of a School Trustee (Helen Scott; email: [hdwjscott@btopenworld.com](mailto:hdwjscott@btopenworld.com)) who is independent of the Faculty, and will investigate your complaint and help you find the best possible solution. Helen Scott will contact you and make arrangements to speak with you in order that she has all the details needed to fully investigate the matter. The investigation should take no longer than 20 days.

At the end of this process Helen Scott will write to you to inform you of whether your complaint has been upheld or not. If the grievance has not been upheld you will be given the reasons for this decision. If the complaint is upheld you will be informed of what actions the School will take to rectify the matter.

If you are dissatisfied with the way Helen Scott has conducted the investigation then you should write to Jonathan Chequers, Administrator, who will review that process to ensure that the correct procedure has been followed and that your complaint has been treated fairly.

If Jonathan Chequers is satisfied that the process has been followed appropriately, then no further action will be taken. If Jonathan Chequers finds that the process has not been followed appropriately, or that there is sufficient evidence to suggest that further investigation is required then he take whatever action is necessary in order to address the complaint, including appointing another Trustee or an external, independent person to start a new investigation.

Jonathan Chequers will write to you to let you know the outcome of this further investigation and what action, if any, will be taken.

*In the event of a complaint being made against you by an external person (client, supervisor or colleague):* If you expect to have a complaint made against you, please inform your Programme Director or Tutor or supervisor, immediately. Acting quickly and appropriately will often resolve the situation.

Remember to always consult and abide by your School Code of Ethics and Practice and consult the CAHSC Standards of Proficiency, BACP Code of Ethics and BAAT Principles of Professional Practice.