

ANZAP Complaints Procedure

Ethics Committee - ANZAP

In the event of a client notifying ANZAP that there is a cause for complaint in relation to the therapist (including trainee therapists who are being supervised on training cases within ANZAP training) with whom he, she or they are engaged, the following procedure can be followed:

- 1) Information on the complaints procedure is available on the ANZAP Website.
- 2) Complaints should be made in writing and submitted to the Ethics Committee c/- ANZAP email address: info@anzap.com.au
- 3) The complaint will then be assessed by the full Ethics Committee and a determination made as to whether a code of the ANZAP ethics has been potentially breached. A decision will be made as to whether the matter needs to be referred to the Health Care Complaints Commission (HCCC) (NSW) or equivalent body in other jurisdictions. A response to an ethical complaint will be within one week of it being received by the chair or acting chair.
- 4) The complainant will be notified of the outcome by the Chair of the Ethics Committee.
- 5) If the Ethics Committee deems it appropriate, the therapist against whom the complaint has been made will be advised that the complaint has been made. The therapist's response to the matter will be sought and relevant documents provided. This would generally include a written copy of the complaint. The ethics committee will resolve the complaint within 60 days.
- 6) If the matter is not considered to warrant referral to the HCCC or equivalent body, the Ethics Committee will advise what measures may be taken.

These may include:

- a. Mediation where appropriate
 - b. The therapist may be advised about any remedial measures considered necessary (e.g. ongoing supervision by a senior colleague)
 - c. The matter may be dismissed if not considered to reflect a substantial concern.
 - d. The therapist's membership of ANZAP could be subject to conditions or suspended. However, this would generally be the case only in relation to serious matters which had been subject to external investigation (e.g. HCCC).
- 7) In the event of an ANZAP trainee making a complaint against another trainee or a faculty member, the above procedure could be followed although the term 'therapist' would need to be substituted by 'other trainee' or 'faculty member'.