

## Complaints Policy & Procedures



### Policy

These procedures apply to all employees, volunteers and counselling clients of Pregnancy Counselling & Care (Scotland), hereafter referred to as PCC(S). The Manager is designated as the person responsible for following through on any complaint (Juulia Karstedt). The Manager will be both independent and impartial throughout any complaint inquiry and will act confidentially at all times.

If you feel dissatisfied with any matter relating to your involvement with PCC(S), it is important that you have a clear and effective means by which your grievance may be aired and resolved. This Policy & Procedure document is available as a hard copy from the PCC(S) office, and may also be accessed via our website ([counsellingandcare.co.uk](http://counsellingandcare.co.uk)). At present, this document is unavailable in other languages, but the office staff would endeavour to facilitate any request for this.

Information on COSCA's Complaints Procedure is available to all clients, counsellors and supervisors in the PCC(S) office and via the COSCA website ([www.cosca.org.uk](http://www.cosca.org.uk))

### How to complain

#### Informal complaint

In the first instance you should raise your complaint with the member of staff concerned or the Centre Manager. It may be possible to resolve the issue through informal discussion. If the complaint is about your line manager, then speak informally to the Board Member responsible for Human Resources (Ann Moffat). If you are unable to speak to either person directly, please telephone, email or write informally.

Manager: Juulia Karstedt  
[manager@lifelinescotland.org.uk](mailto:manager@lifelinescotland.org.uk)  
0131 557 2060

Board Member: Anne Moffat  
[annmmoffat@gmail.com](mailto:annmmoffat@gmail.com)  
0131 557 2060

#### Formal complaint

If informal discussion is unsatisfactory, you should put your complaint in writing to the PCC(S) Centre Manager or the HR Board Member, as appropriate. Please fully explain the nature and extent of your grievance.

24a Haddington Place, Edinburgh, EH7 4AF  
Telephone: 0131 557 2060 Mobile: 07904 499 320  
Registered Scottish Charity Number: SC 026943  
A company limited by guarantee number: 173781

You will receive a written acknowledgement of your letter within three working days.

Assistance is available from the PCC(S) Office to enable any complainant to fully understand the complaints procedure. The staff would also help any complainant who had difficulty in completing a written complaint. Further assistance may be required from an external support group (eg. Citizens Advice) and information on how to contact their local office will be offered.



PCC(S) will accept any complaint made by a defined third party and/or representative. All parties involved in the complaint can, where relevant, declare a conflict of interest to the Manager or Board Member. Any anonymous complaint will be appropriately logged by the Manager, and raised at the next Board Meeting for any further action.

### **What will happen?**

The complaint will be investigated thoroughly and fairly by gathering any information that may be relevant to the complaint. All evidence will be heard separately, and not together, from both parties concerned. As far as possible the complaint will be dealt with in confidence and information shared only with those involved. A report will be produced which will be passed to a sub-group of the Board of Trustees including the HR Member. The sub-group will be asked to approve the report. Once approved, a letter will be sent to the complainant stating the outcome. The process should be completed wherever possible within 28 working days of receipt of the written complaint. Where necessary, the PCC(S) Disciplinary Rules and Procedures will be implemented. During this time the complainant will be regularly updated by email or telephone as to the progress of the inquiry.

Should the complainant or party complained against wish to attend the sub-group meeting of the Board, they may do so, and be accompanied by and/or represented by a supportive person of their choice.

Should any legal action (pending or intended) begin during this process, the Manager can halt the complaints procedure until such legal process is complete.

The possible sanctions that may be applied include: first written warning, second written warning, suspension from duty and termination of contract. It is the responsibility of the Manager or appropriate Board Member to ensure these sanctions are adhered to.

### **Appeal**

**24a Haddington Place, Edinburgh, EH7 4AF**  
**Telephone: 0131 557 2060 Mobile: 07904 499 320**  
**Registered Scottish Charity Number: SC 026943**  
**A company limited by guarantee number: 173781**

If after the above process you are not satisfied, you can request a hearing in front of the full Board membership. This would be offered as soon as feasibly possible.

**For counselling clients**

If after all the above processes you are not satisfied you can submit a complaint to COSCA, the professional organisation for counselling in Scotland. The COSCA Complaints Procedure can be viewed from their website at [www.cosca.org.uk](http://www.cosca.org.uk).

All COSCA Organisation Members are now required to submit to COSCA the Final Report at the conclusion of their complaints proceedings related to counselling and psychotherapy, (26) and notify COSCA of any sanctions applied to individual members of COSCA working for them. COSCA will consider taking appropriate action on receipt of notifications about sanctions.

COSCA (Counselling & Psychotherapy in Scotland)  
16 Melville Terrace  
Stirling  
FK8 2NE

Telephone: 01786 475140



**Pregnancy  
Counselling  
& Care  
(Scotland)**