

Details of BACP Philosophy and Values and Complaints procedure

We are BACP and we exist for one simple reason - counselling changes lives

The British Association for Counselling and Psychotherapy is the professional association for members of the counselling professions in the UK.

Our philosophy

Counselling changes not just the lives of individuals, but of families and communities.

Our desire for social justice determines everything we do and guides our relationship with our members and the public, as well as commissioners and government. It's why we champion the counselling professions as a viable, and increasingly evidence-based choice for people. We know counselling works.

We're alongside our members throughout their careers and put them at the heart of what we do. We understand their needs and support them in making a positive difference to the mental wellbeing of their clients.

We do this by promoting and facilitating research to produce trusted best practice, and by providing a robust framework to ensure the profession follows and adheres to the highest possible standards that protect individuals seeking therapy.

As a result, we help the general public, individuals and commissioners make better, more informed choices about the provision of counselling, and continue to raise the ethical and professional standards of the profession.

Our values

Our values were developed through conversations with employees about what it means to be BACP and what we need to succeed.

By living our values we'll be better able to achieve our purpose and to meet the changing needs of our members.

- **Responsibility** - we take responsibility for all our actions and do the right thing, feeling safe to admit our mistakes
- **Encouragement** - we encourage ideas for continuous improvement, being open to change and challenges
- **Support** - we value each other and our diversity, promoting inclusiveness and tolerance
- **Passion** - our work will reflect our passion for counselling changing lives
- **Excellence** - we strive for the highest standards
- **Collaboration** - we work together for the best outcomes: communicating, listening, learning and sharing ideas
- **Trust** - we have integrity, building and maintaining trust, openness, honesty and fairness

BACP Professional complaints procedure

Michelle Allen is a Registered Practitioner Member of BACP and abides by the BACP Statement of Ethics and Code of Practice. Where the complaint is against her as an individual member of BACP, the complaint can be submitted directly to BACP.

Our professional conduct procedure provides an open and transparent way for clients or other members to raise complaints against a BACP member. Complaints we receive about a BACP member are dealt with under our professional conduct procedure (PCP). There are different ways we can deal with complaints, depending upon the nature and seriousness of the issue.

Professional conduct procedure

Every complaint we receive is reviewed by a case manager. They will check whether the complaint, if proved, would mean that the member failed to meet our professional standards.

They also check that the complaint is not vexatious or frivolous – ie made to cause annoyance and with no serious purpose or value.

We may ask for further information from the person making the complaint and the member. This may include a preliminary response from the member.

If the complaint passes the threshold test, we'll inform the complainant and the member.

If the complaint doesn't pass the threshold test, we'll tell the complainant and the member and close the complaint.

Right of appeal

A complainant may only appeal against a decision to close the complaint if they have convincing new evidence that was not available at the time of the test.

To read the procedure in full, please use the link below

<https://www.bacp.co.uk/media/5488/bacp-professional-conduct-procedure-feb19.pdf>