



**Psychotherapy & Counselling
Federation of Australia**

The PACFA register complaints procedure in summary.

Step of the complaints procedure if the respondent is on the PACFA register.

Phase 1- Preliminary phase.

1. Communication (written or spoken) from complainant.
2. Office encourages complainant to fill out compliant form and contact PACFA Chair of Register.
3. The complaint lodged in writing.
4. Chair of register Committee contacts and speaks with Member Association president/chair of ethics regarding recommendation for appropriately qualified case officer and 2 candidates for complaints committee.
5. Register Committee discusses the appointment of case officer and complaints committee.
6. Register Committee in consultation with MA appoints Case officer.
7. Register Committee in consultation with MA appoints Complaints Committee.
8. All parties to the complaint are informed of the complaint and receive a copy of the PACFA complaints procedure summary and/or full document, the MA's code of ethics, the name of the case officer.

Phase 2 - Case officer collects the information regarding the complaint.

Case officer speaks with the complainant, respondent and with other parties deemed to be relevant to the complaint.

9. Case officer writes a report answering the two questions and makes recommendations as to the most appropriate process to bring this case to just resolution.
 - IS THERE CAUSE FOR COMPLAINT?
 - IS THERE A CASE TO BE ANSWERED?The case officer report includes appropriate summaries of the conversations conducted and any other material relevant to the complaint.

Phase 3 -Complaints Committee considers the information collected.

10. The complaints committee receives the report, reviews the material and requests any additional information or material it deems necessary and determines:
 - If there is cause for complaint
 - If there is a case to be answered
11. If there is cause for complaint and a case to be answered then the Complaints Committee develops the process most appropriate for the case to be justly resolved.
12. Complaints committee chair informs all the parties concerned of the process to be used in order to achieve a just and fair resolution, this includes all the steps in the process and informs all who are party to the complaint (including the respondent, the complainant, the Chair of the register committee) and follows the process.
13. Chair of the register committee informs the MA as to the determination on the question of “If there is cause for complaint”, “If there is a cause to be answered and process to be followed.”

Phase 4 - Complaints committee considers the complaint.

14. The complaints committee follows the process it considers appropriate, and this may include, Mediation and/or conciliation, Informal hearing or formal hearing.

Phase 5 - Reporting the findings of the complaints committee.

15. The complaints committee reports the findings to the register committee.
16. Register committee receives the findings and considers the implications if there are to be sanctions or reporting requirements. The register committee may ask some questions of the complaints committee and if appropriate accepts the findings and requirements.
17. The register committee informs the Complainant, respondent, MA and case officer and sets dates for the follow through on the requirements and sanctions if any.

Phase 6 -The follow through.

18. The register committee enforces the findings and monitors that they have been fulfilled

Nitya Amrita
Chair PACFA Register Committee