

Complaints and concerns

Trainees and supervisors must have the appropriate level of PI (Professional Indemnity Insurance).

LDPRH will make every effort to resolve any concerns or complaints made by the student, supervisor or faculty member. This will be done by using a mediation and consultative process in order to resolve any issues or difficulties presented.

Students can refer to the COSRT website

<https://www.cosrt.org.uk/professional-standards/conduct-procedure/>

for further guidance

Complainants may consider the following:

1. If you have a complaint about any aspect of an organisation, *excluding* your supervisor:

- Discuss this with their supervisor in order to receive support, clarification and understanding. This can then be fed back to the Course Directors as appropriate.

Or:

- Contact the Course Directors directly.

Complaints can only be heard within 3 years of the student's commencement of the training. If a complaint is made outside of this timescale a written explanation will be sought to determine whether there are any mitigating circumstances to allow for late notice.

2. Complaints by trainees about their supervisor

If any trainee has reason to believe that they have a complaint about their supervisor and feels that this cannot be resolved through direct communication with the supervisor they may:

- Meet to discuss the situation with the Course Directors who may, as a result of this offer, choose to facilitate a three-way meeting between therapist, supervisor and Course Directors in order to secure a resolution.

3. Complaints of supervisor about a trainee

If any supervisor wishes to recommend that a trainee is unsuitable to continue clinical working or has ethical concerns they may:

- Discuss this directly with the trainee in the first instance, keeping a record of all conversations pertaining to this matter.

Or:

- Refer the matter to the Course Directors in writing, stating complaints, and recommendations. They may then support or amend the supervisor's recommendations.

4. Poor attendance at supervision

If a therapist has poor attendance at supervision:

- The supervisor will discuss this directly with the trainee and, if no understanding or resolution is achieved, refer the matter to the Course Directors. Supervision is an integral part of the training and poor or non-attendance is deemed to be working unethically.
- In the event that the therapist does not respond to recommendations of the supervisor, the Course Directors will arrange a meeting within 7 days in order to resolve the difficulty. In the event that no resolution is achieved, the Course Directors uphold the right to inform the therapist's placement provider, and/or accrediting bodies, in addition to withholding permission for the student to continue working with clients.

5. Complaints by clients should in the first instance be referred to the placement and placement manager who may then pass this on to the Course Directors:

The LDPRH does not become involved in any complaints or concerns raised by clients. Complaints raised by clients regarding a student are the responsibility of the placement provider, clinical manager and clinical supervisor who will need to invoke their own protocols. Supervisors must however inform Bernd Leygraf, the Course Director heading the work with placements and supervisors, of any concerns raised regarding LDPRH students. The student and supervisor must inform the LDPRH of the outcome of any complaints process

Procedures for Monitoring, Supporting & Reviewing Student Progress and Managing any Complex Student Situations

LDPRH is committed to the highest standards of both clinical training and the care it extends to its students. This document is intended to provide a guide to how LDPRH reviews students' progress through the course. It also describes how the course approaches and manages complex student situations as they may arise.

Procedures are usually reviewed annually. This information needs to be read in conjunction with the training contract, the LDPRH Code of Conduct, COSRT guidelines and the Course Manual.

1. Feedback on each student, based on observation, is provided after each training module by the relevant lecturer. This includes noting whether the student has attended on time and has participated in full during training days, has made supportive or disruptive contributions to trainings, has the ability to relate both academically and personally to the training material and the ability to manage conflict, tensions within the group and disappointments. The feedback is collated by the Course Directors and forms the basis of discussions between the core staff team. If necessary, the confidentiality boundary includes supervisors and or placements.
2. Other records kept on each student file include payment patterns (regular, irregular, late, non-payments), health certifications such as sick notes and information on other conditions which may impact on the students' learning abilities.
3. Each student's progress is regularly monitored and discussed by the core faculty and course supervisors. There are regular meetings for each of these groups and six course board meetings annually. Any concerns, appreciations or recommendations are communicated to students by their reflective group tutor (twice annually in May and November) and if necessary, by a Course Director.
4. An end of year tutorial with Course Directors is obligatory to review students' progress and, as appropriate, confirm entry to year two. All of the factors above, as well as the marks given for students' written submissions, will be taken into account. These tutorials will be arranged in good time and may be held at the course venue or another agreed location.
5. Concerns about students may be brought at any of the meetings above or by other communication to the Course Directors by Faculty members, Supervisors or Placement providers. As described above, every effort will be made to discuss any concerns with students.

6. Exceptionally, should these concerns not be resolved informally, through discussion with group tutors, or the Course Directors, they may find expression through verbal or written warnings by the Course Directors. Should this be the case and upon a second written warning, students may be suspended from the training. No refunds would be due in this case and COSRT and placements would be informed about changes in trainee status.
7. All information regarding payments is contained within the course contract. In cases of unexpected student hardship, LDPRH will make every effort to arrange a different and exceptional payment plan for the student.
8. Students and staff are expected to refrain from being overtly and unnecessarily antagonistic towards colleagues and instead are asked to adopt a collaborative attitude throughout to fellow students and members of core team, faculty, supervisors and placement providers.
9. Course Directors, by the nature of their work, and reflective group leaders hold a great deal of confidential information about each individual student e.g. illness, redundancy, personal circumstances etc. Whilst every endeavour is made towards a transparent and collegial relationship with students, they will not be privy to information about others and we ask that they respect the boundaries which are laid down and do not act inappropriately. The LDPRH maintains a professional and supportive relationship with all students.