

UK Mindfulness Centres Collaboration

Mindfulness-Based Cognitive Therapy (MBCT) Teacher Training for Improving Access to Psychological Therapies (IAPT) Services



Complaints procedure

This complaints procedure includes complaints that might be made by trainees and staff contributing to the training about any aspect of the training.

Principles of mindfulness should be applied throughout this process: namely all sides should be heard and listened to with respect and kindness without collusion with unacceptable behaviour but with an intention to make a constructive resolution from which learning can take place. As a training organisation, we are committed to learning from our mistakes and to providing the best possible training experience for all concerned.

Informal stage

If a trainee or staff member wishes to make an informal complaint, they are encouraged to address the issue in the first instance to the person about whom the complaint pertains to see if the issue can be resolved directly. Both sides should make a genuine and reasonable attempt to resolve the issue at this stage. If the complaint is about a member of staff where the person making the complaint feels unable to raise it with this staff member directly, then the issue should be raised with the site lead or another member of the staff team.

Formal stage

If the issue remains unresolved, the issue should then be taken to the relevant site lead in whose site the trainee or staff member is situated. In order for the complaint to be considered formally, the complaint will need to be put in writing. The complaint should be made as soon as possible after the event in question, usually within a month. In some cases, the site lead will be required by their employer to direct the complaint to their employer's complaints process.

When following the MBCT in IAPT training centres collaboration process, the site lead should speak to all parties involved to mediate the dispute. Where possible, confidentiality will be maintained but the site lead has the right to consult with other site leads to ensure a fair and constructive outcome. At the time of writing, the site leads were Dr Paul Bernard (paul.bernard@nhs.net) for the North; Dr Tim Sweeney (tim.sweeney@nottshc.nhs.uk) for the Midlands, Dr Nicole Jamani (N.Jamani@exeter.ac.uk) for the south-west and Dr Robert Marx (Robert.Marx@sussexpartnership.nhs.uk) for the south-east.

If the issue complaint remains unresolved after raising it with the site lead, the site lead should provide a written summary of the issue for the lead for the MBCT in IAPT training programme (Dr Robert Marx: Robert.Marx@sussexpartnership.nhs.uk). The letter should detail specific observable actions with dates, times and locations, the outcome of any action already taken and desired outcome. The MBCT in IAPT training lead should respond within 2 weeks.

If this does not deliver a satisfactory outcome, then the matter would be submitted to a panel that would include a number of the following: site leads, other members of the training steering group, relevant managers representing the site lead's employer, and the Health Education England commissioner of the training. The decision of this panel would be final.

Exceptions to this process include:

- Complaints about the assessment of competence process conducted by the Oxford Mindfulness Centre should follow their complaints/appeals process.
- Complaints about alleged professional misconduct should be pursued with the person's manager and then if necessary, with the professional body of the person about whom the complaint is being made.
- Complaints about any of the people identified in this process to resolve the issue (site leads or training lead) should be addressed to other site leads or to the training programme steering group.