

The Tree of Life Centre (Formerly UCHM)

Counselling, College and Room Hire

Cedar Tree Counselling Service BACP Accredited Service, affiliated with ACC and works according to BACP Ethical Framework for Counselling Professions and ACC code of Ethics and Practice

Trinity Training College CPCAB Approved Centre delivering CPCAB Accredited and ACC recognised courses

The Elms Sports Hall and Room Hire



"The leaves of the tree are for the healing of the nations" Rev 22:2

Complaints Procedure

11 September 2024

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Complaints Procedure

This complaints procedure is for members of the public using the counselling, college or resource centre, and those who work for the trust).

If you have a complaint relating to any aspect of the work of The Tree of Life Centre, you should use the following procedure.

Tel: 01484 461098 **E-mail:** office@thetlc.org.uk **Website:** www.thetlc.org.uk

Registered Office: The Tree of Life Centre Colne Valley, Beth Shalom, 78 New Street, Milnsbridge, Huddersfield, HD3 4LD
Registered Charity 1097753, Company Registered in England and Wales 04614787



Affiliated Counselling and Training Organisation (UK based)
Affiliate No. A00031



Procedure

First Stage – Informal Review

In the event of a complaint, The Tree of Life Centre would always hope to deal with the issue informally, swiftly and sympathetically. Therefore, in the first instance you should raise your concern with a member of the admin team who will discuss with the CEO. If the issue cannot be resolved by this informal review, then a formal complaint will need to be made in writing to the Chair of the Trustees.

Second Stage – Written Formal Complaint

You may make a formal complaint in writing within three weeks of the incident to the Chair of the Trustees, setting out in full the grounds for, and the nature of, the complaint.

The Chair of the Trustees (Liz Hardy) will convene a special Complaints Committee meeting within 28 working days. This will be chaired by the Chair of the Trustees and will also comprise two other members of the Trustees. If the complaint is against member/s of The Tree of Life Centre, they will be invited to attend the meeting. You also may choose whether or not to attend the meeting.

All evidence should be made in writing and will be circulated one week before the meeting. The Committee can either reject or uphold the complaint. If the complaint is upheld, the Committee will decide on the appropriate action to be taken.

Appeal

If you are dissatisfied with the decision of the Complaints Committee an appeal should be made in writing to the Independent Participant Sam Keeley BSc MSc MBPsS, Psychological Therapist. This appeal should be made within one week of the date of the Complaints Committee meeting if you attended this meeting, or within two weeks if you were informed of the outcome by post. It should set out in full the grounds for, and the nature of the appeal.

The Independent Participant will convene an Appeals Committee meeting within 28 working days. This will be chaired by the Independent Participant and will also comprise one member of the Trustees of The Tree of Life Centre. If the complaint is against member/s of The Tree of Life Centre, they will be invited to attend the meeting.

All evidence should be made in writing and will be circulated two weeks before the meeting. You will be given in writing, at least one week's notice of the meeting and will have the right either to present your case to the Committee in person or to have the case decided on the basis of the written submission. The decision of the Appeals Committee is final.

At any meeting concerning a complaint, a person of your choice may accompany you. See also BACP complaints procedures: [How to complain about a BACP member](#)

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Document Revisions

Complaints Procedure			
Version	Description of Change	Date	Review Date
1.0	New format only	01/06/2018	
1.1	Added reference to BACP	25/06/2021	
1.2	Changes associated with the renaming of UCHM to The Tree of Life Centre	11/01/2023	
1.3	Additional changes associated with the renaming of UCHM to The Tree of Life Centre	20/02/2023	
1.4	Procedure – 1 st stage informal review, raising concerns – Chair of Trustees identified	26/09/2023	Sept 2024
1.5	Updated Independent Participant	11/09/2024	