





**Student Complaints Policy**

**Step 1: Early Resolution**

**Guidance about how to make a complaint at a local level**

**Who should you contact about your concern or complaint.**

We are committed to providing excellence in teaching and a positive learning experience for all our students. However, we understand that there may a time when you wish to raise a concern: this might be, for example, about our teaching or about the services we provide.

In the first instance, you should attempt to resolve your complaint informally at a local level. For example, we would suggest you start by contacting the Director of Training, or Chair of Training Committee for your course.  Many complaints can be resolved quicky at a local level.

Timeline:  Complaints should be raised as soon as possible and no longer than 30 days after the issue, or most recent issue if there has been more than one.  It may be difficult for us to respond to or investigate a complaint when more time has passed.

**What if you’re worried about making a complaint**

We would like to reassure you that you will not be disadvantaged by making a complaint and we take all complaints seriously. Your complaint will be dealt with without any recrimination and we will treat your complaint confidentially as far as its reasonably practicable. We would encourage you not to make your complaint anonymously because this can limit how we can investigate and respond to the complaint.

You may want to appoint someone to represent you and you must write to us to let us know we can speak to your representative about your complaint. This would not normally be a legal representative and instead, we would suggest a student representative for your training, or a fellow student or friend.

**What happens if you are raising a complaint as a group**

The group should nominate a representative from the group who will be responsible for sharing the concern or complaint. The representative will be the main contact for the group and will liaise with the bpf on behalf of all group members.

**What if an early resolution is not possible**

If your complaint is complex or if you are not satisfied with the outcome of an early resolution, you can make a complaint formally by submitting a Formal Complaint Form. More information can be found in our Guidance about how to make a formal complaint.

**Further support**

If you’re finding it difficult or if it’s upsetting to make a complaint, our Learning Support Advisor is available to provide support and advice. They may be able to help you submit your complaint or signpost you to additional resources or support.

**Information and advice**

If you have any questions about the complaints procedure or would like more information about how your complaint will be considered, please contact the Corporate Governance Team.

Email:  complaints@bpf-psychotherapy.org.uk

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