





**Student Complaints Policy**

**Step 2: Formal Complaint (Guidance and Complaint Form)**

**Guidance about how to make a formal complaint**

**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.

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 the Formal Complaint Form to the Corporate Governance Team. You may also make a formal complaint if you have good reason for not wanting to engage with early resolution.

It’s important that you set out clearly and concisely in the formal complaint form:

* the nature of the concerns
* the steps that you have already taken
* the reason why you are not satisfied with the outcome of the complaint
* and where possible, provide evidence to support the issues raised.

Timeline:  The formal complaint form should be submitted within 14 days of the outcome of the early resolution.

**What happens when you submit a formal complaint form?**

The Corporate Governance Team will consider and review the information you have provided, and they may contact you for further details, which may include asking you for evidence and documents.  As part of the formal process, we may convene a complaints panel and we will provide you with sufficient notice as well as information on who will attend and what to expect.

Timeline: the bpf will aim to complete the formal process within 28 days of receiving the formal complaint, although this may take longer if the complaint is very complex.

**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 you’re unhappy with the outcome of the formal complaint**

If you’re dissatisfied with the outcome, you can ask for a review of a formal complaint by submitting a Review of formal complaint form. More information can be found in our Guidance about how to request a review of 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](mailto:complaints@bpf-psychotherapy.org.uk)

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**Formal Complaint Form**

|  |  |
| --- | --- |
| **Section 1: Your details** | |
| Title |  |
| First Name |  |
| Surname |  |
| Address & postcode |  |
| Telephone contact number |  |
| Email address |  |

|  |  |
| --- | --- |
| **Section 2: Your studies** | |
| Name of course |  |
| Year of study |  |

|  |
| --- |
| **Section 3: Your concerns** |
| Please explain or list the specific issues that you would like to raise: |
|  |
| Please state how you would like your concerns to be addressed: |
|  |
| Please confirm the evidence that you will be providing that demonstrates your concern: |
|  |

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| --- | --- |
| **Section 4: Previous attempts to resolve your concerns** | |
| Have you raised your concerns with anyone at the bpf? This might be the Training Director, Head of the training committee or student representative? | |
| Yes | No |
| Please outline the steps that you have taken to resolve the concern before submitting a formal complaint? | |
|  | |
| Please indicate the reasons why you are not satisfied with the initial attempts to resolve the matter: | |
|  | |
| Please provide the names and dates of the people that you have corresponded regarding your concerns. If possible, please include copies of the correspondence as part of your evidence. | |
| Name | Date |
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| **Declaration** | |
| I have read the Guidance about how to make a formal complaint. | Yes / No |
| I declare that the information given in this form is true to the best of my knowledge and that I will answer questions and provide further information to support any complaints investigation as requested. | Yes / No |
| Signature | |
|  | |
| Date | |
|  | |