



## Oasis - Internal Complaints Procedure

### COUNSELLING

#### Stage 1 - Informal Complaint

In Oasis, we will always seek to resolve complaints internally in the first instance. All clients are advised at the commencement of the counselling contract that Oasis has an internal complaints procedure which should be used if a concern is raised. If this does not address the matter, the Head of Wellbeing Centre will direct the client to COSCA's website and to its complaints procedure. If the complaint is of an informal nature it should be raised with the Head of Wellbeing Centre (currently Gail Rose) and she will seek to resolve the matter locally.

Oasis will seek to provide the complainant with the support he or she needs to fully understand the complaints procedure, eg through local advocacy services if appropriate.

#### Stage 2 – Formal Complaint

If the complainant is not satisfied with the response received from the informal process, then a formal complaint should be submitted in writing to the Head of Wellbeing Centre.

The Complaint must:

- state whether it is against an individual or against the service
- identify the member of the service complained against
- advise the nature and details of the complaint
- Oasis will not respond to anonymous complaints

The written complaint should be sent to:

**Gail Rose**  
Head of Wellbeing Centre  
Davidson's Mains Parish Church  
1A Quality Street  
Edinburgh  
EH4 5BB

The Head of Wellbeing Centre will acknowledge receipt of the complaint within three working days and advise the complainant that a full response will be sent within one month. If a delay beyond this timescale is unavoidable a revised timescale will be advised. Any complaint against an individual counsellor or against Oasis must be

submitted to the Head of Wellbeing Centre within 3 years of allegation. An investigation will take place to establish:

- What went wrong
- Where appropriate, form a complaints panel to facilitate discussion between the complainant, the Head of Wellbeing Centre and a Member of the Oasis Management Board
- Where appropriate, offer an apology

All parties involved in the complaint will be kept informed as to what is required of them at different stages of the complaint process.

The investigator / panel Chairperson will hear separately the evidence from each party. The complainant and the person complained against will not attend the complaints panel meeting at the same time.

The party complained against has the right to attend and be accompanied by a supportive person of their choice at the meeting.

**Should the complaint be against the Head of Wellbeing Centre**, the investigation will be transferred to a member of the Board and the complainant advised of the details of the person leading the investigation. Should there be a conflict of interest by the Head of Wellbeing Centre investigating a complaint, a member of the board will be appointed to take this investigation forward. At all times, the Head of Wellbeing Centre must ensure that an impartial investigator is appointed.

The Head of Wellbeing Centre, in the case of the Complaints Procedure, or Session Clerk, in the case of the Appeals Procedure, can halt the complaint at any time should it emerge that legal action is under way, pending or intended.

### **Stage 3 - Appeal**

If the complainant is not satisfied with the resolution offered he/she may follow Oasis internal appeals procedure:

The appeal should be submitted in writing and addressed to Session Clerk at the above address. The Session Clerk is a corresponding member of the Kirk Session, but not directly involved with Oasis. He/she, along with another two members of the Kirk Session, will Chair the panel and lead the appeals investigation. To ensure that there is no conflict of interest, the Head of Wellbeing Centre will not be part of this panel or involved in any part of the appeal. All parties involved in the complaint can, where relevant, declare a conflict of interest to a person who will be designated at the time of appeal proceedings.

### **Stage 4 – External Formal Complaint**

If the complainant is not satisfied with the outcome of the investigation and appeal, the Head of Wellbeing Centre will refer the complainant to the professional body COSCA whose complaints procedure is available on the website. A link to that website, is available on the website of DMPC, Oasis.

<http://www.cosca.org.uk>

[info@cosca.org.uk](mailto:info@cosca.org.uk)

COSCA (Counselling and Psychotherapy in Scotland)  
16 Melville Terrace  
Stirling FK8 2NE  
Tel: 01786 475140

Due to the need for confidentiality a complaint on behalf of a third party cannot be accepted without prior written consent from the person involved.

### **Records**

Records will be kept detailing the nature of the complaint raised, the written response and any action taken and the reason for that action. These records will be kept confidentially in accordance with the DATA Protection Act 1988, which requires the release of certain data to individuals on their request. Copies of any meeting records will be given to the individual concerned, on request. In certain circumstances some information may be withheld, for example, to protect a witness.

The Head of Wellbeing Centre is required to submit to COSCA reports at the conclusion of the complaints process and notify COSCA of any sanctions applied to individual members of COSCA working either in a paid or volunteer capacity for Oasis. COSCA will consider appropriate action following its receipt of this information.

COSCA will conduct an audit and or any other measures as necessary to ensure that Oasis complaints procedure and the way in which the complaint has been handled meets its standard.

### **WELLBEING PRAYER and GENERAL**

Any complaints made in reference to the experience of Wellbeing Prayer, or any activity not involving counselling, will follow the same procedure as Stages 1 and 2 above and the same appeals process, stage 3, will apply. If the complainant is still not satisfied with the outcome of the investigation, the Session Clerk will refer them to the Church of Scotland's complaints procedure available at:

[http://www.churchofscotland.org.uk/contact\\_us/complaints/making\\_a\\_complaint](http://www.churchofscotland.org.uk/contact_us/complaints/making_a_complaint)

The complaint is normally referred to the Edinburgh Presbytery Clerk, contact details at:

<https://www.edinburghpresbytery.org.uk/who-s-who>

For any further information, please contact:

#### **Gail Rose**

Head of Wellbeing Centre  
Davidson's Mains Parish Church  
1A Quality Street  
Edinburgh  
EH4 5BB  
0131-312-6238  
[gail@dmpc.org.uk](mailto:gail@dmpc.org.uk)

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