

Institute of Group Analysis (IGA)

Non-Clinical Complaints Policy and Procedure

Effective Date: 17 July 2026

Next Review Date: 16 July 2029

1. Purpose

The Institute of Group Analysis (IGA) is committed to ensuring that all non-clinical complaints are managed fairly, consistently, transparently and in accordance with the principles of natural justice.

This policy establishes a clear procedure for receiving, investigating and resolving complaints relating to non-clinical matters, including supervision, training, governance and administrative services.

The policy also ensures that:

- complainants are able to raise concerns without fear of unfair treatment;
- respondents are informed of the complaint, given a reasonable opportunity to respond, and kept informed of the progress and outcome of the complaint where appropriate;
- complaints are investigated impartially and proportionately;
- conflicts of interest are identified and managed appropriately; and
- lessons learned are used to improve the quality of IGA's services and governance.

2. Scope

This policy applies to complaints concerning:

- IGA members;
- trainees;
- supervisors;
- committee members;
- officers and staff;
- individuals participating in IGA education, supervision or training activities.

This policy covers non-clinical complaints relating to:

- supervision arrangements;
- training or educational matters;
- administrative services;

- breaches of IGA policies;
- governance or procedural concerns.

This policy does **not** apply to:

- complaints relating to clinical practice or client care, which should be referred to the UK Council for Psychotherapy (UKCP) or the relevant professional or regulatory body;
- employment grievances, which are managed under the IGA Grievance Policy.

Where a complaint is submitted under the wrong procedure, IGA may redirect it to the appropriate policy and will inform the complainant accordingly.

3. Principles

IGA will manage complaints in accordance with the following principles:

- **Fairness** – all parties will be treated impartially and given a reasonable opportunity to present relevant information.
- **Natural Justice** – no person will determine a complaint where they have an actual, potential or perceived conflict of interest.
- **Confidentiality** – information will be shared only with those who require it to administer or determine the complaint, subject to legal, safeguarding or regulatory obligations.
- **Transparency** – complainants and respondents will be kept appropriately informed throughout the process.
- **Timeliness** – complaints will be managed as promptly as reasonably practicable.
- **Proportionality** – the level of investigation will reflect the seriousness and complexity of the complaint.
- **Continuous Improvement** – learning from complaints will be used to improve IGA policies, procedures and services.

4. Making a Complaint

Complaints should normally be submitted in writing.

Training-related complaints

Head of Training (Complaints Officer)

Email: headoftraining@groupanalysis-uk.co.uk

All other non-training related complaints

Chief Operating Officer (Complaints Officer)

Email: coo@groupanalysis-uk.co.uk

Complaints should include:

- complainant's name and contact details;

- the name(s) of those involved;
- a clear description of the complaint;
- relevant dates;
- supporting evidence where available;
- the outcome sought.

Complaints should normally be submitted within three months of the matter arising.

However, IGA may investigate older complaints where there is good reason for the delay and it is considered fair and practicable to do so.

Anonymous complaints may be considered where sufficient information is provided to enable a fair investigation. However, anonymity may restrict IGA's ability to investigate fully or provide feedback on the outcome.

5. Acknowledgement

Complaints will normally be acknowledged in writing within ten working days.

The acknowledgement will confirm:

- receipt of the complaint;
- the Complaints Officer responsible for managing the matter;
- the next stages of the process;
- anticipated timescales;
- any further information required.

6. Investigation Procedure

The Complaints Officer will undertake an initial assessment to determine whether the complaint falls within the scope of this policy and whether further investigation is required.

Where the complaint concerns the Complaints Officer, or where the Complaints Officer has an actual, potential or perceived conflict of interest, responsibility for the complaint will pass to the Chair of the Institute or to an Independent Investigation Panel (IIP) appointed by the Chair.

The Independent Investigation Panel will exercise the same powers and responsibilities as the Complaints Officer.

The investigation may include:

- obtaining written responses;
- interviewing relevant individuals;
- reviewing documentation;
- seeking expert advice where appropriate;
- attempting informal resolution or mediation where suitable and agreed by the parties.

All parties will be expected to cooperate fully with the investigation.

Investigations will normally be completed within 30 working days.

Where additional time is required because of complexity, multiple witnesses, extensive documentation or the need for meetings, the complainant and respondent will be informed of:

- the reasons for the delay;
- the revised anticipated completion date; and
- any significant developments.

7. Outcome and Resolution

Following completion of the investigation, the Complaints Officer, the Chair, or the Independent Investigation Panel (as appropriate) may:

- dismiss the complaint;
- uphold the complaint in whole or in part;
- recommend mediation;
- recommend training, supervision or other remedial action;
- recommend changes to policies or procedures;
- refer matters to the Board where governance issues are identified;
- refer matters to an external professional or regulatory body where appropriate.

The written outcome will explain:

- the findings;
- the reasons for the decision;
- any actions to be taken;
- the right of appeal.

8. Appeals

Where the complainant or respondent is dissatisfied with the outcome, they may submit a written appeal within twenty working days.

Appeals will be managed in accordance with the IGA Appeals Policy and Procedure.

9. Record Keeping

IGA will retain complaints, investigation records, correspondence and decisions securely for seven years in accordance with applicable data protection legislation and the Institute's records management arrangements.

Access will be limited to those with a legitimate need to know.

10. Support

Both complainants and respondents may be accompanied or supported during meetings by a colleague, mentor, representative or other appropriate support person.

IGA will provide information about the complaints process but cannot provide legal advice.

11. Policy Review

This policy will be reviewed every three years, or earlier where required by changes in legislation, regulation, governance requirements or recognised best practice.

The Board may also review the effectiveness of this policy following any significant complaint or identified learning.