



**Patron**  
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## **IACAT COMPLAINTS AND RESOLUTIONS POLICY SUMMARY**

What procedures are used when a complaint about an infringement of the IACAT Code of Professional Conduct and Ethics, by an IACAT registered therapist, is received by IACAT?

The main work involved in dealing with complaints is undertaken by the IACAT Resolutions Committee.

A complaint can be informal or formal and in the first instance complainants, or potential complainants, are encouraged to speak to the therapist in question with a view to resolving matters amicably.

Informal complaints that arise are dealt with by communicating IACAT's formal resolution procedure as only formal written complaints, concerning matters that arose within the last seven years, can be considered under this Procedure.

A formal complaint is a written complaint, using the form provided, that is signed and dated, and contains sufficient detail for a preliminary screening to assess next steps.

The primary purpose of the Procedure is to deal with complaints in a fair, efficient and time-sensitive manner, with the objective of finding a reasonable resolution. The Representatives will explore with both parties whether there is an interest in dealing with the matter through facilitated conversation with a view to resolving matters satisfactorily.

Where the complaint has not been resolved through facilitated conversation, or this option has not been used, and a formal complaint has been made, the complaint will be assessed by the Preliminary Review Committee.

The Preliminary Review Committee will decide on the basis of what it has reviewed whether the complaint should be dealt with through mediation or through a Fitness to Practice hearing.

If a Fitness to Practice hearing decides there is a 'case to answer' then the matter proceeds to the IACAT Executive Council for consideration of sanction.

If a complainant or therapist disagrees with the final outcome of the Procedure, an Appeal process is available.

A request for appeal must be received by the Resolutions Committee within 28 days of the date of the outcome letter.