
Making a complaint about a CAHSC registrant

Information for the public

October 2013

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About CAHSC

The Council for Anthroposophic Health and Social Care (CAHSC) is the **voluntary regulator** for the anthroposophic health and social care professions in the UK and Ireland.

We aim to help protect the public who use the services of anthroposophic health and social care professionals by promoting good practice in anthroposophic health & social care. To do this we register anthroposophic health and social care professionals who meet our standards for their knowledge, skills, character and health. Those registered with us are called 'registrants'

Who can register?

We register professionals in the following disciplines:

- Anthroposophic Counselling/Psychotherapy
- Anthroposophic Medicine
- Anthroposophic Nursing
- Anthroposophic Pharmacy
- Anthroposophic Singing Therapy
- Anthroposophic Social Care
- Anthroposophic Therapeutic Arts: Singing, Speech & Visual
- Eurythmy Therapy
- Rhythmical Massage Therapy

What if I have a concern about a registrant?

If you are not happy about the services you have received from a CAHSC registered anthroposophic health or social care professional, or if you have concerns about their health or behaviour, first contact them directly. Many problems are caused by misunderstandings and can often be resolved by talking them through.

If you are not satisfied that your concerns have been properly dealt with, or the matter is more serious, you may want to contact us about it.

Before making a complaint please read this brochure. If you still wish to go ahead, then please fill in the **CAHSC Complaint Form**. You can download it from our website (www.cahsc.org) or contact us and we will send one to you.

Who can make a complaint?

Anyone can make a complaint to us about an anthroposophic health or social care professional on our register. This includes patients/clients, members of the public, employers and other registrants. Complaints can be made on behalf of another person provided they have given their consent.

What types of complaint can we consider?

We only consider complaints about fitness to practise. Fitness to practise means that the registrant has the health, character, skills and knowledge to carry out their professional practice safely and competently.

The types of complaint we can consider are those that question whether a registrant's fitness to practise is negatively affected by:

- lack of professional competence (not having the necessary skills and knowledge)
- unacceptable conduct
- his/her physical or mental health
- a caution or conviction for a criminal offence
- a decision made by another health or social care regulator
- a decision by the Disclosure and Barring Service(DNS) or its equivalent in Scotland or Ireland, to place him/her on a barred list

We can also consider allegations that a registrant has gained entry onto the CAHSC register fraudulently or incorrectly.

We will not normally consider complaints about events which are more than 2 years old.

What we cannot do

We cannot consider complaints about:

- practitioners who are not on the CAHSC register
- organisations eg clinics, schools. We can only consider complaints about individuals.

We cannot get involved in claims for compensation. All CAHSC registrants have insurance to cover claims made against them. You should ask your practitioner for details if required.

Making a complaint

If you decide to make a formal complaint to us, we will ask you to provide as much information as you can about what happened. We need this in writing. We will ask you to fill in our **Complaint Form** to help us.

What happens next?

We will write to tell you that we have received your complaint. If you have not made your complaint on a CAHSC Complaint Form we will contact you and ask you to fill one out.

We will normally write to tell the registrant that a complaint had been made against them.

Stage 1: Initial Screening

We will look at your complaint to make sure that it is something we should be dealing with. The written information you have given us will help us decide this and whether the complaint raises concerns about the registrant's fitness to practise. We may need to contact you and other people for more information. At this stage we may also pass the complaint to the registrant's employer

After considering the information available, we may decide not to take the complaint further. If this happens we will tell you why. We will also tell the registrant that no further action is to be taken by the CAHSC about the complaint.

Even where we do not take your complaint further, it may be taken into account when considering other complaints about the same registrant.

Stage 2: Investigation Panel

If we decide to proceed with your complaint, we will:

- send the registrant a copy of your complaint
- invite the registrant to send us a written response
- send you a copy of his/her reply so that you may comment

We may also:

- ask other people for information.
- suggest informal discussions with you and the registrant to help resolve the problem.

If your complaint is about:

- a caution or conviction for a criminal offence
- a decision made by another health or social care regulator
- a decision by the Disclosure and Barring Service(DNS) or its equivalent in Scotland or Ireland, to place him/her on a barred list

it will generally pass directly to a Fitness to Practise Panel for consideration and decision [Stage 3].

Other complaints will be considered by an Investigation Panel. The Panel will consider in private:

- the complaint
- any supporting evidence
- the response from the registrant.

The Investigation Panel may decide to:

- take the complaint no further.
- offer mediation to help sort out the complaint
- issue a warning to the registrant
- pass the complaint to a Fitness to Practise Panel for a decision.

We will write to you and to the registrant to tell you about the decision reached and the reasons why.

Stage 3: Fitness to Practise Panel

Where a complaint passes to a Fitness to Practise (FTP) Panel, you and the registrant will be given information about the procedure that will be followed. The FTP Panel will have all the information passed to it by the Investigation Panel and may gather further information.

We will instruct a case presenter (who may be a solicitor) to prepare the case against the registrant. We will need to talk to you and take a witness statement.

Where the registrant accepts in writing all the facts of an allegation, the FTP Panel may reach a decision without holding a hearing.

Where a FTP hearing is held this will be in private. You and the registrant will be invited to attend. You may also be asked to give evidence at the FTP hearing.

At a FTP hearing the CAHSC will present its case against the registrant. The registrant will also have the opportunity to provide evidence and call witnesses.

The FTP Panel will listen to all the evidence and then decides what facts have been proved. The FTP Panel will then decide whether, on the basis of the proved facts, the registrant's fitness to practise is impaired.

Where the FTP Panel, with or without a hearing, finds that a registrant's fitness to practise is impaired it may:

- place conditions on how the registrant must practice for a set time (for example, to work under supervision or have more training)
- suspend the registrant's CAHSC registration for a set time. The registrant will not be able to practise as a CAHSC registered anthroposophic health or social care professional during this period or use the AnthroMed[®] quality mark and may have to complete more training before being allowed to register again
- remove [strike off] the registrant's name from the CAHSC register. The practitioner will no longer be able to practise as a CAHSC registered anthroposophic health or social professional or use the AnthroMed[®] quality mark.

Where a registrant's health is found to be impairing his fitness to practise, the Panel may only:

- place conditions on how the registrant must practice for a set time.
- suspend the registrant's registration for a set time

Where the FTP Panel finds that the registrant's fitness to practise is not impaired it may:

- take no further action
- give the registrant a warning about his/her future conduct or performance. This is recorded on the registrant's file and can be taken into account in any further complaints.

We will send you and the registrant a copy of the decision and the reasons for it.

Contact us

The Registrar
CAHSC Office
St Devenick's
Murtle Estate
Bielside
Aberdeen
AB15 9EP
t: 01224 869844 admin@cahsc.org www.cahsc.org

