

CODES AND PROCEDURES HANDBOOK

for Metanoia Members

A large text version of these Codes may be downloaded from the members area of our website: www.metanoia.ac.uk.

CONTENTS

		Page
Guidance for Use		1
Code of Ethics	For	
	Graduate Psychotherapist Member	2-4
	Student Psychotherapist Member	
	Graduate Counsellor Member	
	Student Counsellor Member	
	For	
	Tutors	5-6
	Tutors in Training	
	Apprentice Tutors in Counselling & Psychotherapy	
	For	
	Supervisors in Counselling and Psychotherapy	7-8
Code of Professional Practice	For	
	Graduate Psychotherapist Member	9-10
	Student Psychotherapist Member	
	Graduate Counsellor Member	
	Student Counsellor Member	
	For	
	A Training Organisation	11-12
Complaints Procedure		13-19

Acknowledgements

The Metanoia Codes and Complaints Procedure draws heavily on the work of BACP and their content/assistance is acknowledged in the formulation of this document.

GUIDANCE FOR USE

All members of the Metanoia Institute are required to abide by the Codes of Ethics and professional Practice contained in this Handbook. This includes all students and all the graduates who are registered at Members of Metanoia.

Student Members are advised to read this Handbook in conjunction with the Student Handbook of their course. All members are advised to familiarise themselves with these Codes and the Codes of any professional bodies to which they belong, e.g. GPTI, ITAA, ITA, EATA, BACP and BPS.

The Metanoia Institute is an Organisational Member of the British Association for Counselling and Psychotherapy (BACP) and the Humanistic and Integrative Psychotherapy section (HIPs) of UK Council for Psychotherapy (UKCP) and as such undertakes to abide by their Codes of Ethics and Practice and be subject to their Complaints Procedures should a complaint be made about the Metanoia Institute. Graduate and student psychotherapist members of the Metanoia Institute are also, under the auspices of the Metanoia Institute, subject to the Ethical Guidelines of UKCP.

CODE OF ETHICS FOR:

GRADUATE PSYCHOTHERAPIST MEMBER STUDENT PSYCHOTHERAPIST MEMBER GRADUATE COUNSELLOR MEMBER STUDENT COUNSELLOR MEMBER

N.B. The term 'practitioner' used in this code applies to all of the above. All students are members of the Metanoia Institute.

Practitioners shall be aware that the clauses below, and in the other Metanoia Institute Codes of Ethics and/or Professional Practice, are not to be taken as fully inclusive, exclusive or definitive of what may or may not constitute professional misconduct.

1.
 - a) The practice of psychotherapy and/or counselling is an activity involving the acceptance of professional responsibilities towards clients, colleagues and society as a whole. The welfare of the individual client is usually the practitioner's first concern.
 - b) Practitioners shall be aware that, in essence, the responsibilities assumed in working with clients continue after the ending of the therapeutic relationship.
2.
 - a) Ethical standards comprise such values as integrity, impartiality and respect. Anti-discriminatory practice should underpin these basic values of counselling and psychotherapy, and other professional activities. Practitioners acknowledge the value and dignity of all humanity, regardless of such differences as gender, race, age, culture, class, sexuality, religion and disability.
 - b) Practitioners need to respect the dignity and worth of their clients as individual human beings, and to facilitate their clients self development and autonomy.
3.
 - a) Practitioners are expected to commit themselves to their continuing professional development, and to monitor and evaluate the limits of their competence.
 - b) Practitioners have a responsibility to themselves and their clients to maintain their effectiveness, resilience and ability to work with clients. They are expected to monitor their own personal functioning and to seek help and/or withdraw from their role as a Practitioner, whether temporarily or permanently, when their personal resources are sufficiently depleted to require this.
 - c) Adequate supervision cover shall be maintained. For students supervision should be maintained in accordance with their course requirements.
 - d) Psychotherapy or counselling shall not be started or continued if the practitioner is practising beyond his or her competence.
4. Practitioners shall in their public statements, whether written or verbal, refrain from derogatory statements, implications and/or innuendos that disparage the standing, qualifications or character of colleagues, or that bring the Metanoia Institute and/or other professional bodies in the field into disrepute.

5. The ethical practice of psychotherapy and counselling involves entering into an informed agreement with a client about the nature of the therapeutic relationship.
6.
 - a) Practitioners shall be aware of their power within the therapeutic relationship, and must not use or exploit their clients, legally, financially, sexually, emotionally or in any other way.
 - b) Sexual relationships with clients are unethical.
7.
 - a) All information shared between client and practitioner is confidential and information can usually only be disclosed with the client's consent.
 - b) Clients must be informed that practitioners discuss their work with supervisors. The client's identity will remain confidential to the therapeutic relationship.
 - c) Practitioners shall be aware that there are situations where exceptions to the confidentiality contract may arise e.g. if the safety of the client or others is threatened, or where practitioners may be required to break confidentiality in order to comply with current legislation.
 - d) The anonymity of clients whose material is used for the purposes of publication, teaching and seminars is of paramount importance.
8.
 - a) In carrying out research practitioners shall conform to the research Codes of the relevant validating body (e.g. Middlesex University, British Psychological Society)
 - b) Publication of clinical material. Safeguarding the welfare and anonymity of the client(s) is of utmost importance, and consent should be sought from the client(s) whenever possible. Practitioners may consult with the Ethics Committee about future publication of clinical material where the issue of consent is problematic.
9. Qualifications. Practitioners are required to disclose their qualifications when requested and must not make any false claim or misleading statements concerning their experience, qualifications or relationship to the Metanoia Institute or their Supervisor(s) and Tutor(s). Misrepresentation of qualifications may be illegal under the Trade Descriptions Act governing standards in commercial advertising, and may jeopardise practitioners' present and future standing with UKCP and/or BACP and/or BPS.
10. Professional misconduct. Members should be aware that professional practice which falls short of the standards expected of a practitioner, violations of ethical conduct or conduct that brings the professions of psychotherapy or counselling into disrepute constitute professional misconduct. Members whose behaviour is found by an Adjudication Panel to constitute gross professional misconduct are liable to have their membership of the Metanoia Institute terminated. Behaviour which may result in termination of membership includes: a) exploitation of a client, supervisee or student e.g. sexual relationship with a client b) repeated breaches of the Code(s) of Ethics and Professional Practice or expected standards, despite warnings c) malicious behaviour e.g. continuous harassment of individuals or organisations.
11. Practitioners are required to report any current investigation or sanctions brought against them by another professional body to the Metanoia Ethics Committee.

The Ethics Committee

1. The function of the Ethics Committee is to administer the Metanoia Institute Complaints Procedure. The Ethics Committee will also revise the Codes of Ethics and Professional Practice periodically , in the light of practice and guidelines issued by relevant professional bodies.
2. The Ethics Committee shall usually be composed of not less than four senior members of the Metanoia Institute and not less than one senior external colleague.
3. The Ethics Committee have the right to co-opt other individuals onto the Ethics Committee.
4. The Ethics Committee have the right to seek advice from other individuals, both inside and outside of the Metanoia Institute.
5. The Ethics Committee are accountable to the Metanoia Institute Board of Trustees who hold overall responsibility for ethical and professional matters.

CODE OF ETHICS FOR TUTORS TUTORS IN TRAINING APPRENTICE TUTORS IN COUNSELLING AND PSYCHOTHERAPY

Introduction

The purpose of this Code of Ethics is to establish and maintain standards for Tutors at the Metanoia Institute and to inform and protect members of the public seeking training in counselling and psychotherapy.

For the purposes of this Code the word 'Tutor' also applies to all Tutors in Training and Apprentice Tutors. Tutors in Training and Apprentice Tutors do not have the same responsibilities as Tutors. Nevertheless, they are expected to conduct themselves in a manner appropriate to their professional role.

Tutors shall be aware that the clauses below, and in the other Metanoia Institute Codes of Ethics and/or Professional Practice, are not to be taken as fully inclusive, exclusive or definitive of what may or may not constitute professional misconduct.

1.
 - a) All Tutors are expected to conduct themselves in their training activities and associated responsibilities in ways which do not undermine public confidence in: their role as Tutors, the work of other Tutors, the Metanoia Institute, and professional and academic organisations to which Metanoia Institute courses are connected and accountable.
 - b) Tutors are required to exercise their professional judgement and discretion when dealing with students from other Metanoia Institute courses for whom they do not have direct responsibility. In these deliberations the interests of the students and their continued professional development, and the professional responsibilities that all Tutors assume under the Code(s) of Ethics take precedence.
 - c) Tutors are reminded that the training status of students continues until graduation and/or formal withdrawal from the course.
2. Ethical standards comprise such values as integrity, impartiality and respect. Anti-discriminatory practice should underpin these basic values of counselling and psychotherapy and other professional activities. Tutors acknowledge the value and dignity of all humanity, regardless of such differences as gender, race, age, culture, class, sexuality, religion and disability.
3.
 - a) Tutors are responsible for establishing and maintaining appropriate boundaries between themselves and students, so that working relationships are not confused with other relationships. In general, the provision of training should be separate from the provision of counselling and psychotherapy.
 - b) Tutors must not accept as clients students with whom they are actively involved in a training role. Former students must not be accepted as clients until a period of time has elapsed for reflection and after consultation with a supervisor.

4.
 - a) Tutors must not exploit students financially, sexually, emotionally, or in any other way.
 - b) Sexual relationships with students are unethical.
5.
 - a) Tutors are expected to commit themselves to their continuing professional development, and to monitor and evaluate the limits of their competence.
 - b) Tutors have a responsibility to themselves, their students and to the Metanoia Institute, to maintain their own effectiveness, resilience and ability to work with students. They are expected to monitor their own personal functioning and to seek help and/or withdraw from their role as Tutor, whether temporarily or permanently, when their personal resources are sufficiently depleted to require this.
6.
 - a) Tutors are responsible for negotiating a confidentiality agreement with any training group they teach and for making explicit the limits of confidentiality between themselves, other staff members, the Metanoia Institute, and the students. Tutors are expected to conduct discussions about students in respectful and purposeful manner.
 - b) In those instances where a Tutor believes it necessary to break confidentiality they will, wherever possible, discuss this in advance with the student concerned, making clear their reasons for this course of action, and seeking their co-operation. Confidentiality agreements may be broken where there are serious safety, legal or ethical concerns.
 - c) The anonymity of anyone whose material is used for the purposes of publication, teaching and seminars is of paramount importance.
 - d) Tutors, as Members of the Metanoia Institute, who wish to undertake academic and/or clinical research and/or publication of clinical material involving staff, other Members or clinic clients of the Metanoia Institute are expected to observe the clauses contained in the Code of Ethics for Practitioners relating to research and publication.

CODE OF ETHICS FOR: SUPERVISORS IN COUNSELLING AND PSYCHOTHERAPY

Introduction

The purpose of this Code of Ethics is to establish and maintain standards for Supervisors at the Metanoia Institute and to inform and protect psychotherapists and counsellors seeking supervision.

Supervisors shall be aware that the clauses below, and in the other Metanoia Institute Codes of Ethics and/or Professional Practice, are not to be taken as fully inclusive, exclusive or definitive as to what may or may not constitute professional misconduct.

1.
 - a) All Supervisors are expected to conduct themselves in their supervisory activities and associated responsibilities in ways which do not undermine public confidence in: their role as Supervisors, the work of other Supervisors, the Metanoia Institute, and professional and academic organisations to which Metanoia Institute courses are connected and accountable.
 - b) The primary purpose of supervision is to ensure that the supervisee is addressing the needs of the client.
 - c) Supervisors are reminded that the training status of Metanoia Institute students continues until graduation and/or formal withdrawal from the course.
2. Ethical standards comprise such values as integrity, impartiality and respect. Anti-discriminatory practice should underpin these basic values of counselling and psychotherapy, and other professional activities. Supervisors acknowledge the value and dignity of all humanity, regardless of such differences as gender, race, age, culture, class, sexuality, religion and disability.
3. Supervisors are responsible for establishing and maintaining appropriate boundaries between themselves and supervisees, so that working relationships are not confused with other relationships. In general, the provision of supervision should be separate from the provision of counselling and psychotherapy.
4.
 - a) Supervisors must not exploit supervisees financially, sexually, emotionally, or in any other way.
 - b) Sexual relationships with supervisees are unethical.
5.
 - a) Supervisors are expected to commit themselves to their continuing professional development, and to monitor and evaluate the limits of their competence.
 - b) Supervisors have a responsibility to themselves, their supervisees and the Metanoia Institute, to maintain their own effectiveness, resilience and ability to work with supervisees. They are expected to monitor their own personal functioning and to seek help and/or withdraw from their role as Supervisor, whether temporarily or permanently, when their personal resources are sufficiently depleted to require this.
6.
 - a) As a general principle, Supervisors must maintain confidentiality with regard to information about their supervisees and their supervisees' clients.

- b) In those instances where a Supervisor believes it necessary to break confidentiality, either in relation to the supervisees' practice or client issues, they will, wherever possible, discuss this in advance with the supervisee concerned, making clear their reasons for this course of action and seeking the co-operation of the supervisee. Confidentiality agreements may be broken where there are serious safety, legal or ethical concerns.
 - c) The anonymity of anyone whose material is used for the purposes of publication, teaching and seminars is of paramount importance.
 - d) Supervisors, as members of the Metanoia Institute, who wish to undertake academic and/or clinical research and/or publication of clinical material involving staff, other Members or clinic clients are expected to observe the clauses contained in the Code of Ethics for Practitioners relating to research and publication.
7. Supervisors are required to report any current investigation or sanctions brought against them by another professional body to the Metanoia Ethics Committee.

CODE OF PROFESSIONAL PRACTICE FOR GRADUATE PSYCHOTHERAPIST MEMBER AND STUDENT PSYCHOTHERAPIST MEMBER GRADUATE COUNSELLOR MEMBER AND STUDENT COUNSELLOR MEMBER

N.B. The term 'practitioner' used in this code applies to all of the above. All students are Members of the Metanoia Institute.

1. Qualifications

Practitioners are required to disclose their qualifications when requested and must not make any false claim or misleading statements concerning their experience, qualifications or relationship to the Metanoia Institute or their Supervisor(s) and Tutor(s). Misrepresentation of qualifications may be illegal under the trade Descriptions Act governing standards in commercial advertising, and may jeopardise practitioners' present and future standing with the UKCP and /or the BACP and/or BPS..

2. Advertising

- a) Advertising by practitioners is to be confined to descriptive statements about services available, and the qualifications of the practitioner(s) providing them. Advertising materials should not include testimonials, make comparative statements, or in any way imply that the services concerned are more effective than those provided by other schools of psychotherapy or counselling or organisations. Practitioners must not claim or imply qualifications they do not possess. Practitioners shall, when asked, inform clients of their qualifications and experience as a psychotherapist/counsellor.
- b) Student psychotherapists and counsellors must indicate that they are students in all publicity, and shall submit all written publicity material to their Supervisor prior to public distribution.

3. Fees and working arrangements

- a) Practitioners have a responsibility to charge fees appropriate to their qualifications and level of experience, and to inform clients of the range of other psychotherapeutic services available as appropriate.
- b) Practitioners should inform clients of the terms and conditions of psychotherapy or counselling practice at the outset - including such matters as fees, confidentiality, arrangements for appointments etc.
- c) Practitioners must ensure that their working accommodation and conditions are suitable for the practice of psychotherapy or counselling.

4. Referrals

Practitioners, depending on theoretical orientation, may hold different views concerning the acceptance of a client who is already in a professional relationship, as a client, with another psychotherapist, counsellor, psychiatrist or psychologist and consultation with the other professional. Practitioners must consider their own views as they will affect their practice and communicate them to clients and significant others e.g. supervisors.

5. Medical back-up

Where it is indicated, either in assessment or later, that there may be potentially serious medical/psychiatric issues the practitioner must ensure that they have adequate medical back-up for the continuation of treatment. Normally this would take the form of making contact with the clients' GP, with the clients' knowledge, and such situations should be taken for supervision/consultation. In these cases it is normal practice to obtain, from the client, details of their GP.

6. Record keeping

- a) Client records are confidential and should be kept safely under locked conditions to ensure privacy, and in a form that can be inspected by the client if they so request.
- b) Practitioners utilising computerised records need to inform themselves about the requirements of the Data Protection Act, and register if appropriate. Practitioners need to be aware that client records can be required by the Courts, and are advised to consider keeping records intact for a period of six years.
- c) Practitioners shall make provision in their wills for an executor of their professional estate.

7. Insurance

- a) Practitioners shall take out professional indemnity insurance to provide cover in the event of a legal suit or other claims that might be made against them or the owners of premises in which the practitioner works.
- b) Practitioners are advised to check policy documents for clauses which may invalidate professional insurance e.g. disclosure of professional indemnity insurance to a client, and are advised to check that professional insurance covers the full range of their professional activities and that some provision for legal costs is included.

8. Sanctions by other Professional bodies

Practitioners are required to report any current investigation or sanctions brought against them by another professional body to the Metanoia Ethics Committee.

CODE OF PROFESSIONAL PRACTICE FOR A TRAINING ORGANISATION

Introduction

The Institute utilises its best endeavours to conduct its training in such a way as to address the needs and best interests of students and their clients. Students in turn are required to act in the best interests of their clients and to abide by the requirements of the Institute.

1. Equal Opportunities Policy

The Institute will not withhold training opportunities, either at selection or subsequently, because of prejudice including such grounds as gender, race, age, culture, class, sexuality, religion, disability or other differences unrelated to competence to practise psychotherapy.

2. Pre-course Information

The Institute's Prospectus is available to all prospective students. It is intended to describe the nature and requirements of each course including its philosophy, objectives, assessment criteria and requirements for satisfactory completion. The Institute will endeavour to respect the descriptions given in the Prospectus but reserves the right to vary any course from these descriptions.

3. Student Handbook

- a) The detailed syllabus, objectives, methodology and assessment criteria for each course are described in the relevant Student Handbook which is available to each student at the commencement of training. The Institute reserves the right to change the detailed syllabus, objectives, methodology and assessment criteria, as appropriate according to developments in the field.
- b) All the Institute's tutors are governed by the Institute's Code of Ethics for Tutors, Tutors in Training and Apprentice Tutors in Counselling and Psychotherapy which is published in the Handbook of Codes and Procedures for Members of the Metanoia Institute. Under this Code tutors are required to respect the diversity of students and not discriminate on grounds of difference such as gender, race, age, culture, class, sexuality, religion and disability. Tutors are also required not to exploit their students sexually, financially or in any other way.

4. Clinical Work

- a) The interests of students and their clients are considered in establishing the clinical requirements for each course and each student.
- b) The clinical requirements for each course are set out in the relevant Student handbook.
- c) The Institute will help students to make clients' interests paramount and to practise according to the Code of Ethics for Practitioners and the Code of Professional Practice including maintaining appropriate confidentiality.
- d) Students' work with clients during training will be closely supervised as appropriate. Supervision requirements are described in the relevant Student Handbook.

5. Personal Involvement

Details of the students' commitment in terms of training, supervision, personal therapy, assessments and other requirements are described in the relevant Student Handbook.

6. Confidentiality

- a) Requirements concerning confidentiality are contained in the Codes of Ethics for Tutors and Supervisors. Under these Codes Tutors and Supervisors are expected to conduct discussions about students in a purposeful and respectful manner. Tutors are required to make explicit to their training groups the limits of confidentiality between staff members of the Institute, and to negotiate clear and appropriate confidentiality agreements with training groups. (Code of Ethics for Tutors, clauses 6a and 6b). Supervisors are responsible for safeguarding the confidentiality of information concerning their supervisees and their clients, and for making explicit to supervisees the appropriate limitations of confidentiality. (Code of Ethics for Supervisors, clauses 6a and 6b).
- b) In general, confidentiality agreements may only be broken where there are serious safety, legal or ethical concerns.
- c) Personal records will be kept safely in a locked office and confidentiality concerning them will be respected. Access to such records is strictly limited to those who are directly involved in the professional development of the student concerned such as Heads of Departments, Course Tutors and Administrators.

7. Personal Tutor

Each year students will have a Primary Tutor who will be available for offering tutorials (normally two per year) where the student's progress can be discussed. Primary Tutors will be involved with other Tutors and Supervisors in making assessments.

8. Fees

Fees and other costs associated with training are described in the Prospectus. The Institute reserves the right to vary fees during the course of training but will endeavour to hold fee increases within the effect of inflation and will ordinarily publish details of fees for the next academic year some months prior to the start of that year.

9. Supervision

Supervisors of the Institute's students are required to abide by the Code of Ethics for Supervisors in Counselling and Psychotherapy or an equivalent Code of Ethics if they are not Institute Members.

10. Assessment

The criteria and process of assessment are clearly described in the relevant Student Handbook.

11. Complaints

The Institute's Complaints and Appeals Procedures are described in the Codes and Procedures Handbook. Students may make a complaint or appeal under these procedures. If a student is not satisfied that the procedures have been followed the complaint may be referred to the relevant awarding body e.g. Middlesex University, UKCP, BPS.

COMPLAINTS PROCEDURE

1. Introduction

- 1.1. The aim of this procedure is to provide a means of examining a complaint about an alleged breach of the Institute's Code(s) of Ethics and/or Professional Practice by a Member of the Metanoia Institute.
- 1.2. This procedure should be read in conjunction with the relevant Code(s) of Ethics and/or Professional Practice.

2. The Submission

- 2.1. Complaints should be made as near as possible to the time of origin. Complaints concerning events that occurred more than three years prior to the first contact with the Chair of the Ethics Committee will not normally be heard.
- 2.2. Save in exceptional circumstances, complaints will only be accepted from a user of a Members services in their role as counsellor, psychotherapist, tutor or supervisor. An exception to this is where it has come to the attention of the Ethics Committee that another professional body has imposed a sanction then the matter will be pursued by the Committee. The investigative process will not be repeated but the Member sanctioned will be invited to give any submission as to why the Metanoia Ethics Committee should not impose a similar sanction.
- 2.3. Where a prime facie case of (alleged) gross professional misconduct and/or serious criminal offence is either self reported, or reported from another source, then the Complaints Procedure will normally be used from Clause 4 onwards.
- 2.4. The Member complained against must have been a Member of the Metanoia Institute at the time of the alleged breach in the Code(s) of Ethics and/or Professional Practice.
- 2.5. Complaints concerning legal, statutory or commercial contractual matters are not within the remit of the Ethics Committee.
- 2.6. The Metanoia Institute may seek legal advice concerning a complaint. The Chair of the Ethics Committee reserves the right to suspend proceedings from Clause 4 onwards while any civil or legal proceedings are threatened, seem likely or are in train.
- 2.7. The Metanoia Institute will not be responsible for any expenses incurred by either party involved in a complaint.
- 2.8. All correspondence to and from the Metanoia Ethics Committee must be by recorded delivery

3. Acceptance of a formal written complaint

- 3.1. Complaints should be in writing and addressed to the Chair of the Ethics Committee, marked "Private and Confidential", and sent to the Metanoia Institute office by recorded delivery. Written acknowledgement will be sent out within two weeks of receipt, outside usual holiday periods.

- 3.2. The complaint should include reference to specific section(s) in the relevant Code(s) of Ethics and/or Professional Practice alleged to have been breached and a clear statement of the behaviour complained of, and include a clear account of the relevant facts and substantiating evidence. This will be copied to the member complained against.
- 3.3. The Member complained against will provide a written response within 6 weeks. This will be copied to the complainant.
- 3.4. The Ethics Committee will meet to consider the matter. This will normally be within four weeks of receipt of the above response.
- 3.5. The Ethics Committee may decide that a) there may be a case to answer, b) there is no case to answer and/or c) the matter is not within the remit of an Ethics Committee. The complainant and the Member complained against will be informed of the decision in writing within 7 working days following the meeting.

4. Investigation

The Chair of the Ethics Committee may, in some circumstances and prior to the Adjudication, appoint one or more persons to investigate the matter. The Ethics Committee will set the terms of reference for that person or persons.

5. Adjudication

- 5.1. Unless the Ethics Committee is satisfied that the complaint does not justify formal adjudication then the Chair of the Ethics Committee will appoint an Adjudication Panel of three or more persons. This panel may comprise External Consultant(s) and/or senior Member(s) of the Metanoia Institute.
- 5.2. Both the complainant and the Member complained against must attend the Adjudication. If the complainant fails to attend, without reasonable cause, then the complaint may be treated as withdrawn. If the Member complained against fails to attend, without reasonable cause, then they may be liable to expulsion from the Metanoia Institute.
- 5.3. If the Member complained against does not renew their membership of the Metanoia Institute while a complaint is pending or in process then the Panel may either complete the Adjudication or terminate the hearing. The Board of Trustees will be informed and will need to be consulted should the ex-Member wish to rejoin the Institute. Other professional bodies of which the Member complained against is a Member will be informed that there is a complaint outstanding. The complaint may then be taken up in the event of resumption of membership.
- 5.4. The complainant and the Member complained against each have the right to nominate an advisor. The advisors may attend the Adjudication. The Adjudication Panel have the right to invite a legal advisor to be present at the hearing to advise them.
- 5.5. Following the hearing the Adjudication Panel will make a written report of its findings. The report may include the recommendations of the Panel. Copies of the report will be sent to both parties to the complaint.
- 5.6. The Ethics Committee will consider the report of the Adjudication Panel, and will decide upon what course of action should be taken. The decision of the Ethics Committee will be final and the Board of Trustees will be informed.

6. Sanctions

One or more of the following courses of action may be taken should a complaint be upheld:

- a. An apology be given to the complainant by the Member concerned
- b. The Member be required to give an undertaking that they cease to practice in a particular manner and/or cease to work with particular clients, students or other types of persons.
- c. The Member be required to undertake therapy, and/or supervision, and/or further training at the member's cost. A method of verifying successful completion of the requirements will be agreed between the Ethics Committee and the member.
- d. An informal warning
- e. A formal warning indicating that further breaches in the Code(s) of Ethics and Professional Practice may lead to removal from the Metanoia Institute membership.
- f. Removal from membership of the Metanoia Institute.

7. Appeals

- 7.1 If either party wishes to make an application to appeal, this must normally be made, in writing, to the Chair of the Ethics Committee within four weeks of notification of findings.
- 7.2 The party making the application to appeal will be asked to demonstrate 'good cause' and submit information which would support their appeal. The Chair of the Ethics Committee will, in consultation with two other members of the Committee, decide whether there are adequate grounds for granting leave to appeal.
- 7.3 Leave to appeal will be granted normally only if:
 - a. new evidence has come to light which, if it had been presented earlier, may have substantially affected the substantive conclusions and/or recommendations in the findings of the Adjudication Panel.
 - b. there have been one or more significant departures from the procedures, as outlined in this document, in dealing with the original complaint.
 - c. one of the parties is able to provide good grounds for arguing that the recommended sanctions were inappropriate.
- 7.4 Should leave to appeal be granted then the Chair of the Ethics Committee will convene an Appeals Panel of three senior colleagues who have had no prior involvement in the case.
- 7.5 The Appeals Panel will meet to consider the appeal on the oral and/ or written evidence presented to them.
- 7.6 The Appeals Panel will report their conclusions and recommendations to the Ethics Committee. Copies of the report will be sent to both parties. The Chair of the Ethics Committee will implement the decision of the Appeals Panel, which will be final. The Board of Trustees will be informed of the outcome of the appeal.

7.7 Any Member of the Metanoia Institute complained against and any complainant may appeal to the UKCP on grounds of procedure within 28 days of receiving the report of the final outcome.

8. Notification to UKCP, BACP, BPS and other relevant parties.

The names of Members who have had their membership of the Metanoia Institute terminated will be reported to the UKCP Registration Board and/or to BACP within 28 days. Other relevant parties may also be notified. In such cases the outcome may be published in relevant professional journals. The complainant's name will not be published.

10. Reinstatement of membership

10.1 Members who have had their membership terminated may make an application to the Chair of the Ethics Committee for restoration of membership of the Metanoia Institute not less than two years following the date on which such a sanction was imposed, and no earlier than any stipulation concerning minimum length of termination recommended by the Adjudication Panel.

10.2 The Chair of the Ethics Committee will, in consultation with two other members of the Committee, decide whether there is an adequate case for granting leave to have the matter heard by a Re-admissions Panel.

10.3 Should leave to have the matter heard by a Re-admissions Panel be granted the Chair of the Ethics Committee will convene a Panel of three senior colleagues who have had no prior involvement in the case.

10.3. The Re-admissions Panel will meet to consider the matter on the oral and/or written case presented to them. The person making the application for re-admission will be required to attend this Panel Hearing.

10.4. The Re-admissions Panel will report their conclusions and recommendation to the Ethics Committee. The Chair of the Ethics Committee will implement the decision of the Re-admissions Panel, which will be final. The Board of Trustees will be informed of the outcome of the Re-admissions Hearing.

10.5. Names of those restored to membership of the Metanoia Institute will be reported to the UKCP Registration Board and/or BACP and/or BPS Membership Secretary within 28 days. Other relevant professional organisations may also be notified.

11. Professional Misconduct.

Members should be aware that professional practice which falls short of the standards expected of a practitioner, violations of ethical conduct or conduct that brings the professions of psychotherapy and/or counselling into disrepute constitute professional misconduct. Members whose behaviour is found by an Adjudication Panel to constitute gross professional misconduct may be liable to have their membership of the Metanoia Institute terminated. Behaviour which may result in termination of membership includes a) exploitation of a client, supervisee or student e.g. sexual relationship with a client b) repeated breaches in the Code(s) of Ethics and/or Professional Practice or expected standards, despite warnings c) malicious behaviour e.g. continuous harassment of individuals or organisations.

12. Time

This procedure will normally take no longer than nine months from receipt of a formal complaint up to completion of the Adjudication stage.

13. The Ethics Committee

References in this procedure to the Chair of the Ethics Committee shall include anyone specifically engaged by him or her to discharge that function. References to the Committee shall include any sub Committee of the Committee or the Committee of a sub Committee together with any additional persons appointed to serve by the Chair or the Committee.