Address Block

Date

Dear XXXX,

New Zealand Christian Counsellors Association (NZCCA) was founded in 1992 to resource and nurture its members to engage with their clients in a loving professional manner, maintaining high ethical standards, credibility and client-centred practice.  We are saddened that you consider your experience with a NZCCA counsellor to be amiss. [Please note that for NZCCA to investigate a complaint, the counsellor must have been a member (of any category) of NZCCA at the time of the event.]

Complaints and feedback can be an opportunity for the counsellor to reflect on their practice and consider what they can do differently in the future.  As part of their reflection and learning we require them to discuss the complaint with their supervisor and to reply formally to the Ethics Committee.

We appreciate that making a complaint is not easy and we will therefore conduct the process as expeditiously as circumstances allow.  We acknowledge that the complaints process may not happen as fast as some people would like; however, as complaints can have serious consequences it is important that there is time for reflection and due diligence.

The complaints process will be managed in a way that is according to the principles of natural justice and in accordance with the values of NZCCA.  As such, the complaints process is not about ‘convicting’ or ‘vindicating’ the experience of one party - indeed going into the process with this mind frame leads to disappointment as no outcome can ever truly please everyone.  Instead, the process is about reflection, education, vigilant critique and a constant pursuit of best practice. While restoration between the complainant and the counsellor may not always be possible or appropriate; restoring the complainant’s faith in counselling is sought.

To help us be able to address the concern(s) you have please fill in the section below along with the attached Complaints Template and send to: info@nzcca.org.nz.

Yours sincerely,

The NZCCA Ethics Committee

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| --- |
| **This section is for the Ethics Committee information only and your contact details will not be supplied to the counsellor**. |
| The name(s) of the person/people making the complaint |  |
| Postal address |  |
| Email address(es) |  |
| Phone number(s) |  |

As part of our process, NZCCA requires photo verification of the identity of the Complainant(s). I /We therefore attach a photocopy of my/our current: Drivers Licence(s) / Passport(s) / Photo ID(s) (eg. workplace / student). [*Please select one.*]

I am aware that I can withdraw my complaint at any stage however the NZCCA Ethics Committee reserves the right to pursue its own investigation based on my correspondence.  As per the Complaints Procedure, the NZCCA Ethics Committee will diligently consider my complaint. I accept the decision of the Ethics Committee is final and there is no appeal process. Any of my correspondence related to this matter will be kept securely by the NZCCA Ethics Committee.

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**NOTE:** If the complaint is made by more than one person then all parties will need to sign.