

Vital Connexions Complaints Procedures For COSCA Validated Training Providers. (Website Summary)

Vital Connexions as a COSCA Validated Training Provider of The Diploma In Integrative Counselling - A Christian Perspective has a written formal complaints procedure and we follow COSCA's standards for complaints procedures. (See Vital Connexions website www.vitalconnexions.org under complaints.)

Complainants will first be offered an informal process, before progressing onto the formal procedure e.g. complainants are encouraged to speak informally to their trainer before starting the formal complaints process. The full complaints procedure can be found in extra material on the website under complaints. The following is a website summary of that procedure.

1. How long will the investigation take? The period of time expected for each step is as follows:

- (a) The Investigation will take approximately 14 days
- (b) The Appeal- within 7 days of learning the outcome and a new investigation is expected to take a further 14 days.
- (c) The whole process will not be expected to exceed 35 days or 5 weeks.

2. How can a complainant request a procedural review from COSCA.

Those who are students on the Diploma in Integrative Counselling - A Christian Perspective from vital Connexions:

- (a) Are informed how to find COSCA's Complaints procedure- This will be available in the Student Handbook under Complaints.
- (b) Are advised that once the appeal procedure has been exhausted, they can submit a Complaint to COSCA under its complaints procedures.
- (c) Will be given COSCA's address of Brian Magee, Chief Executive COSCA 16 Melville Terrace, Stirling, FK82NE and email address brian@cosca.org.uk
- (d) Will be informed that COSCA will, on receipt of the complaint, verify the member's complaints procedure has been followed and that the outcome was lawful, reasonable and properly explained.

3. How will COSCA be informed of the outcome?

- (a) The outcome report to COSCA at the Conclusion of Complaints Proceedings will be submitted to COSCA (see www.cosca.org.uk under complaints)
- (b) The outcome report will be submitted within one month of Vital Connexions complaint process.
- (c) COSCA will publish upheld complaints and their sanctions regarding COSCA individual member or member organisations.

COSCA's Complaints Procedures can be found at.
<http://www.cosca.org.uk/guidance-policies/complaints>.

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