

Phil Dore  
thus\_spake\_z@hushmail.com

09 September 2016

Dear Mr Dore,

### Your Freedom of Information Act request

Thank you for your FOIA request of 23 August 2016 and your subsequent clarification of 30 August 2016 in which you requested the following information;

‘Information on how many times people have shared information with you about how an AR has handled their complaint, and to break this information down by the accredited register.’

### Our response

The following table provides a breakdown of information provided about how an Accredited Register has handled a complaint, from August 1 2014 – 6 September 2016.

These include information provided as part of the formal Share Your Experience (formerly Call for Information) process as part of the initial application or annual review, or accepted throughout the year of accreditation.

It is separated into concerns made by complainants, registrants or other sources, so far as the Authority is aware.

		Complainant	Registrant	Other source
<b>1</b>	Academy for Healthcare Science			
<b>2</b>	Alliance of Private Sector Practitioners	1		
<b>3</b>	Association of Child Psychotherapists	3		
<b>4</b>	Association of Christian Counsellors			
<b>5</b>	British Acupuncture Council (BACc)	1		
<b>6</b>	British Association for Counselling and Psychotherapy (BACP)	7		3
<b>7</b>	British Association of Play Therapists BAPT			
<b>8</b>	British Association of Sport Rehabilitators and Trainers (BASRaT)			
<b>9</b>	British Psychoanalytic Council	7	1	
<b>10</b>	Complementary and Natural Healthcare Council (CNHC)	1		

11	COSCA			
12	Federation of Holistic Therapists			
13	Genetic Counsellor Registration Board			
14	Human Givens Institute (HGI)			
15	IPEM - Register of Clinical Technologists			
16	National Counselling Society/National Hypnotherapy Society		1	
17	Play Therapy UK (PTUK)		2	
18	Save Face			
19	Society of Homeopaths	2		
20	Treatments You Can Trust	1		
21	UK Board of Healthcare Chaplaincy (under assessment)	n/a	n/a	n/a
22	UK Public Health Register			
23	United Kingdom Council for Psychotherapy	10	1	
		33	5	3
		41		

We handle information received as described under **Section 12** of our Accreditation Guide available for download at: <http://www.professionalstandards.org.uk/what-we-do/accredited-registers/apply-for-the-quality-mark>

The Panel will receive an anonymised summary of the information provided when considering to grant or renew accreditation (or in exceptional circumstances before the next annual review). If an Accredited Register appears not to be following its procedures, the Accreditation Panel may consider that this affects compliance with the Standards for Accredited Registers. The Panel may decide to issue Conditions, Instructions or Learning Points accordingly. Summaries of decisions made are available for download on our website at: <http://www.professionalstandards.org.uk/what-we-do/accredited-registers/read-our-assessments/panel-decisions>

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to Harry Cayton, Chief Executive, 157-197 Buckingham Palace Road, London, SW1W 9SP. Please remember to quote the reference number above in any future communications.

Yours sincerely,



Suzanne Dodds  
Governance and Compliance Manager