

# HOW TO RAISE A CONCERN

Are you considering raising a concern about a BPC registered therapist?

Do you have concerns about a BPC registered therapist and are you considering raising a concern about them?

Read our step-by-step guide to learn what our process entails, what we'll need from you and what you should prepare in advance.

BRITISH/  
PSYCHOANALYTIC  
COUNCIL



# TALK TO YOUR THERAPIST

In the first instance, we advise that you should speak with your therapist about your concerns.

If you're having concerns about your therapy that you haven't voiced to your therapist, the best first step is to talk to them.

This can often be the simplest way to resolve issues that have arisen in your sessions. However, if you don't feel comfortable doing this or you have done this and it didn't resolve the issue, you can raise your concerns with us.



# DUTY OF CANDOUR

If you have concerns about a BPC registered therapist who is not your therapist, you can still report your concerns to us.

All Healthcare professionals have a responsibility to be open, honest, and transparent when things go wrong. This is known as the Duty of Candour.

The Duty of Candour applies to any concerns you may have regarding a fellow practitioner; BPC Registrants or other regulated professionals and/or any concerns regarding a patient's safety and welfare.



# A FEW THINGS TO KNOW

Things you should check before raising a concern with us.

/ We can only process concerns about psychoanalytic treatment you are receiving from a therapist registered with the BPC. If you're unsure, you can check this in our register by visiting the 'Find a therapist' section of our website.

/ The BPC cannot consider concerns raised against therapists not on our register, make recommendations on what therapist to choose, provide clinical or legal advice, arrange refunds or compensation, or make a therapist apologise.

/ The BPC cannot consider concerns about events that occurred more than five years ago.

# WHAT TO PREPARE

Ways you can prepare before you raise a concern with us.

Once you've established that the therapist you wish to raise a concern about is a BPC registrant, you will need to provide their registration number. This can be found within their 'Find a therapist' BPC profile.

If there's anybody you feel might be able to give us further information about your concern please make sure they're happy to be contacted and take note of their contact details.

If you have any relevant documentation that you feel may support your concern, please compile this before contacting us. This could include email correspondence, telephone logs, invoices or anything else that you believe is relevant.

# RAISE YOUR CONCERN

To raise a concern with us, please fill out our 'Raise a Concern Form'.

If you wish to proceed with your concern and have everything prepared, the next step is to fill out our 'Raise a Concern' form. This is a step-by-step form where you provide us with all the information we'll need to begin the investigation process.



# WHAT HAPPENS NEXT?

**Once you've submitted your form, we'll be notified and look into your concern.**

Once received, the BPC will assess the concern within 10 working days and contact you. We may need some further information from you depending on what information you've sent us. Once we've looked through everything, we'll let you know whether we can further our investigation or not.



# NEED SUPPORT?

**We realise that raising a concern can be a distressing process.**

If you are a patient engaged in psychotherapy, you have the right to expect that your therapist will practise in a safe, effective and appropriate manner at all times.

If you'd like to talk to us, ask us anything before raising your concern, or if require any reasonable adjustments during this process, please contact us at [ftpo@bpc.org](mailto:ftpo@bpc.org) or by phone on **020 7561 9240**.



# URGENT SUPPORT

If you need urgent help, please use the resources below or visit our website:  
[bpc.org.uk/information-support/i-need-help-now](https://bpc.org.uk/information-support/i-need-help-now)

**CALM:** The Campaign Against Living Miserably is leading a movement against suicide.  
Phone: 0800 58 58 58 (daily, 5pm to midnight)  
Website: [www.thecalmzone.net](http://www.thecalmzone.net)

**MIND:** Promotes the views and needs of people with mental health problems.  
Phone: 0300 123 3393 (Monday to Friday, 9am to 6pm)  
Website: [www.mind.org.uk](http://www.mind.org.uk)

**SAMARITANS:** Confidential support for people experiencing feelings of distress or despair.  
Phone: 116 123 (free 24-hour helpline)  
Website: [www.samaritans.org.uk](http://www.samaritans.org.uk)