

Complaints – A Closer Look

with

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Questions submitted:

Prior to the workshop:

- 1. The professional organisation has a responsibility to manage the process of a complaint. What is the role of the professional organisation to support the practitioner? Considering the involved joining and CPD processes involved for membership, shouldn't there be some protection/support provided?*
- 2. What role do practitioner notes play in the complaints process (if at all)? And what are some things to be aware of eg what types of notes can be both helpful and unhelpful?*
- 3. In this current counselling and therapy climate of clinicians working on Zoom, many people see clients from many different countries. Please comment on how working internationally on line may impact on indemnity cover*

During the workshop:

- 1. Hi Sarah, what about counsellors who do not come within the legal registration requirements, eg NZAC, PANZA?*
- 2. Are students of counselling and/or psychotherapy programs, who are seeing clients as part of their training, subject to HDC complaint processes?*
- 3. In my experience, some Oranga Tamariki social workers also sometimes make blanket and unofficial requests for client notes.*
- 4. we have been asked for information under the family violence act*
- 5. How is a complaint made to multiple bodies dealt with? For example if a practitioner has more than one professional association, and is also subject to HDC processes, and the complaint is identical, and arrives on the same day etc.*
- 6. Since PANZA has a complaints process, does this mean it would be considered a complaint authority?*
- 7. does a registrar body have the right to request information from another body if the become aware there has been a complaint to another registrar body*
- 8. When is an appropriate time to notify your insurer?*