



Complaints procedure

The LVSC complaints procedure concerns the scope of the code of conduct.

The code of conduct relates to the professional activities of the members of the LVSC and aims to guarantee the quality of supervision/coaching as carried out by supervisors/coaches towards their supervisees/clients and towards the organisations with which these supervisors/coaches have an agreement.

The code of conduct does not apply to work counselling, consultation or other counselling activities that cannot be viewed as supervision or coaching.

Complaints that concern activities other than those listed above (supervision and/or coaching) will be declared inadmissible and sent back or destroyed by an employee of the implementing office.

Complaints are handled with extreme confidentiality for reasons of privacy.

Point 1

- 1.1 Any person may submit a complaint against a member of the LVSC regarding a breach of the LVSC code of conduct.
- 1.2 Complaints are submitted by means of a letter or e-mail message addressed to the board of the LVSC via the office.
- 1.3 The complaint includes in any event the name and address of the complainant and the person in respect of whom the complaint is submitted, a description of the act the person in respect of whom the complaint is submitted is accused of, and all documents pertaining to the complaint.
- 1.3 The complaint is submitted by the complainant himself, his lawyer or by an authorised representative who holds written power of attorney from the complainant, which is enclosed with the complaint.
- 1.4 The LVSC board sends the complainant confirmation of the complaint via the office within 2 weeks and it will send a copy to the person in respect of whom the complaint is submitted within that same term.
- 1.5 The board of the LVSC may also submit a complaint against a member of the LVSC ex officio regarding a breach of the code of conduct.

Point 2

- 2.1 The board of the LVSC sends the complaint first to the confidential committee via the office, unless the complainant and/or the person in respect of whom the complaint is submitted has indicated that they waive mediation by the confidential committee, in which case the complaint will be forwarded to the Committee directly.
- 2.2 A complaint from the board or a complaint against a member of the board is also forwarded directly to the Committee via the office or submitted to the Committee.

- 2.3 The confidential committee consists of 3 registered supervision experts. They are appointed by the general meeting for a period of at most 5 years on the nomination of the board. They may be reappointed consecutively once for a second period of 5 years.
- 2.4 The confidential committee attempts to settle the complaint amicably unless the complaint is forwarded directly to the Committee on the basis of point 2.1 or 2.2.
- 2.5 Mediation by the confidential committee will be considered terminated if no amicable settlement has been reached within 4 months after submission of the complaint or the complainant and/or the person in respect of whom the complaint is submitted and/or the confidential committee wishes to terminate mediation.
- 2.6 The complainant or the board may forward the complaint to the Committee if mediation is not successful.

Point 3

- 3.1 The complaint is no longer admissible if the event that forms the reason for the complaint occurred more than 2 years ago.
- 3.2 If the complainant's counselling is continued by the person in respect of whom the complaint is submitted, this expiry period will be extended by 2 years from the moment this counselling ends on the understanding that an absolute expiry period of 5 years after the end applies.

Point 4

- 4.1 The Committee sends the complainant confirmation of receipt. The Committee may request the complainant to provide additional information or a further explanation or to send documents that are still lacking in the opinion of the Committee.
- 4.2 The Committee has the right to reject complaints that are clearly inadmissible or clearly unfounded or complaints it deems clearly insufficiently important without any further handling by means of a reasoned decision.

Point 5

- 5.1 As soon as the complaint is ready to be handled, the Committee forwards the complaint together with all documents sent in later to the person in respect of whom the complaint is submitted requesting that a statement of defence be submitted within 4 weeks. The Committee may extend this term once by at most 4 weeks if necessary.
- 5.2 The complainant and the person in respect of whom the complaint is submitted are informed simultaneously of the composition of the chamber that will handle the complaint and requested to provide the dates the parties and their authorised representatives are unable to attend.
- 5.3 The parties may have themselves assisted at the hearing by a lawyer or an authorised representative.
- 5.4 The Committee determines the date, time and place of the oral hearing in which connection it will take as much account as possible of those dates the parties are unable to attend.
- 5.5 The hearing may also take place in the evening or during the weekend.
- 5.6 The complainant and the person in respect of whom the complaint is submitted are summoned to the oral hearing by registered letter or by means of an e-mail message.

Point 6

- 6.1 The parties are required to send additional documents to the Committee at the latest 1 week before the oral hearing and send a copy to the other party. Documents sent later may be disregarded by the Committee.

Point 7

- 7.1 The oral hearing takes place behind closed doors, unless the Chairman makes a reasoned decision to conduct a public hearing.
- 7.2 Both parties will be afforded sufficient opportunity during the oral hearing to provide a further explanation concerning their positions and to respond to the positions of the other party.

Point 8

- 8.1 The Committee delivers a decision as soon as possible after the oral hearing and in any event within 6 weeks after the oral hearing and sends it by ordinary post to both parties and the board.
- 8.2 In the event a complaint is declared well-founded, the Committee may impose the following sanctions:
 - the complaint is declared well-founded and no sanction is imposed
 - a warning
 - a reprimand
 - cancellation of the registration
 - termination of membership of the LVSC
- 8.3 The Committee may impose these sanctions conditionally and attach thereto the conditions the Committee deems appropriate.
- 8.4 The Committee may also decide that the decision is published anonymously or with the name of the person in respect of whom the complaint is submitted.