



**UK Society for
Behaviour Analysis**

UK-SBA

COMPLAINTS PROCEDURE

Committee responsible: Public Protection & Benefit
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UK-SBA for Behaviour Analysis (UK-SBA) Complaints Procedures

Complaints about someone on the Register

1 General

The UK-SBA expects our Registered Members to act ethically and deliver high quality services. The UK-SBA is committed to protecting the public in the first instance. It is also the aim of the UK-SBA to ensure fair assessment of any Complaints affecting the professional reputation of members.

The term 'Registered Member' refers to UKBA(cert), aUKBA(cert) and Practising Registrants that are searchable on the UK-SBA register.

2 Introduction

- 2.1 The UK-SBA aim to provide a clear, open and transparent complaints procedure for all involved. Registered Members should understand and follow the UK-SBA Code of Ethical and Professional Conduct and the UK-SBA Complaints Procedure that they signed up to when they were accepted on to the register.
- 2.2 A complaint to the UK-SBA is a comprehensive and lengthy process taking on average 4 months from the time of reporting to completion.
- 2.3 Our purpose is to assess whether or not there has been a breach of the UK-SBA Code of Ethical and Professional Conduct in a professional and respectful manner for all parties involved, and if so, what the appropriate sanction or recommendation should be. We use an Independent Complaints Panel who will make decisions based upon a comprehensive review of the evidence provided (or not provided) by all parties throughout.

3 Before Making a Complaint

- 3.1 If a member of the public, another professional, another organisation or body or another Registered Member considers that a UK-SBA Registered Member has breached the UK-SBA Code of Ethical and Professional Conduct, they can raise their concern or complaint with the UK-SBA (the 'Complaint').
- 3.2 Complainants should attempt to address concerns with the Registered Member or Registered Member's employer if they have one. This will include a written complaint (it can be by electronic means). The Registered Member will have 2 weeks to reply to that complaint/ concern raised.
- 3.3 If this is not possible, the Complainant is not satisfied with the response or the Registered Member or Registered Member's employer does not respond then a complaint can be made to the Complaints Secretary of the UK-SBA by completing the [UK-SBA Complaints Form](#).

- 3.4 If the Complainant is unable to navigate the process independently due to having additional needs, they can request an Independent Person to increase access and help them through the process. The Independent Person will be a member of the Independent Expert Advisory Group (IEAG). Help could include help drafting the Complaint, overseeing or dealing with any subsequent correspondence, raising process issues, attending meetings with or on behalf of the service user, or providing any other requested support. In order to access the services of the Independent Person, the Complainant must first provide initial details to the UK-SBA, including the name of the Registered Member to ensure that they are active on the Register and there are no conflicts of interest between any parties and the Independent Person.
- 3.5 If the Complainant perceives there is a conflict of interest, this can be raised with the Complaints Secretary via email at complaintssecretary@uk-sba.org or with the Chair of the Public Protection and Benefit Committee via email at admin@uk-sba.org at any point throughout the process.
- 3.6 If it is declared or found that the Complaints Secretary, and/or the Chair of Consumer Advisory Board (who are key to leading the process) have a conflict of interest, a new Board member will substitute for the Complaints Secretary, and a new member of the Consumer Advisory Board will substitute for the Chair of the Consumer Advisory Board.
- 3.7 In cases where a complaint relates to, but is not limited to, the unauthorised use of the UK-SBA logo, copyrighted material, or improper claims of registration or level of registration in a public space, the Registered Member will be notified via email with details of the complaint. The Registered Member will have 3 working days from the date of notification to provide a response before further action is taken. If no response is received within this period, the UK-SBA may proceed with the complaints process based on the available evidence. Please refer to the UK-SBA logo policy for more details.

4 The Complaint

- 4.1 The Complaint must relate to the ethical and professional practice of the Registered Member, as described in the [UK-SBA Code of Ethical and Professional Conduct](#) and apply to practice carried out within the UK.

For example, this would include any safeguarding concerns but would not include non-practice related issues. For more information on these issues please visit our page [Information for Parents/Carers and Service Users](#) which you will find on our [website](#) under the “For the Public” Tab.

Please note, any urgent and or/serious concerns regarding safety should also be reported to the Police and/or local safeguarding teams. Please visit our page [Raising a Concern/Complaint](#) under the “Complaints and Concerns” Tab on our [website](#) for suggested contacts.

4.2 A Complaint under this procedure can be made by anyone who considers that they have received or witnessed poor practice. This includes:

- (a) A member of the public who has received or commissioned a service from a Registered Member;
- (b) A current Registered Member who has come into contact with a Registered Member;
- (c) Another professional who has come into contact with a Registered Member;
- (d) A member of the public who has come into contact with a Registered Member.

4.3 The Complaint should be submitted by completing the [UK-SBA Complaints Form](#) in full and should also have all supporting evidence attached as follows:

- (a) Steps taken to resolve the complaint before reporting to the UK-SBA;
- (b) Supporting Documents (e.g., Statements);
- (c) File Notes;
- (d) Risk Assessments;
- (e) Correspondence; and
- (f) Other supporting evidence

It is essential that evidence is provided to support each potential breach, if evidence is not shared then it is unlikely that your claim will progress. Guidance in completing the form is provided on the [UK-SBA Complaints Form](#).

4.4 The UK-SBA can only deal with a Complaint against named current Registered Member/s.

4.5 The UK-SBA can only deal with a Complaint against an individual practitioner and not against an organisation, who should have their own processes in place.

4.6 Any documentation shared as part of the complaints process remains strictly confidential and should not be shared during or after a complaint by any party without written permission from the author of the document.

4.7 Any documentation shared as part of the complaints process will be retained in line with the UK-SBA retention policy. Repeated complaints against individual Registered Members will be shared with complaints panels.

4.8 Resignation from the Register during an active complaint is not possible and will not cease a complaint. If a Registered Member's membership expires and they do not re-Register, the complaint will proceed upon re-registration.

5 Conduct of Registered Members during the Complaints Process

5.1 Registered Members are expected to conduct themselves professionally, respectfully, and in accordance with the ethical and professional standards set by the UK-SBA throughout the complaints process. This includes all interactions with UK-SBA Board members, the Complaints Panel, and any other individuals involved in the proceedings.

During the process, hearings or any related communications, Registered Members must:

5.2 Engage Respectfully – Communicate with all parties in a courteous and professional manner, refraining from inappropriate, aggressive, or obstructive behaviour.

5.3 Follow Procedural Guidelines – Adhere to the established complaints procedure, including maintaining appropriate decorum during hearings and responding to queries or requests for information in a timely and constructive manner.

5.4 Ensure Appropriate Tone and Frequency of Communications – Maintain a professional and measured tone in all written and verbal communications, including emails. Excessive, repetitive, or unnecessarily confrontational correspondence may be considered harassment, and a breach of professional conduct.

5.5 Avoid Undue Influence – Not attempt to pressure, intimidate, or unduly influence any member of the UK-SBA Board, the Complaints Panel, or any other persons involved in the complaints process.

5.6 Maintain Confidentiality – Respect the confidentiality requirements of the complaints process and refrain from making inappropriate public comments about the proceedings, the Panel, or the UK-SBA Board.

5.7 Demonstrate Professional Integrity – Conduct themselves with honesty and transparency, ensuring that all statements and submissions made during the process are accurate and truthful.

5.8 Avoid Abuse of Process - Do not misuse the complaints process to harass, intimidate, or cause reputational damage. For example: Submitting unfounded or repeated complaints without reasonable evidence or grounds.

5.9 Failure to adhere to these expectations, including inappropriate or excessive communications, may be considered a breach of professional conduct and could result in further disciplinary action, including removal from the UK-SBA Register.

6 Process

6.1 Submit the Complaint to the Complaints Secretary using the [UK-SBA Complaints Form](#). You must include details of each alleged breach of the UK-SBA Code of Ethical and Professional Conduct with supporting documentation in respect of each and

every allegation. Verbal conversations will not be viewed as a Complaint – the Complaint must be reported as outlined in 4.1. The Complainant should provide details about steps taken to remedy the complaint so far.

- 6.2 In the first instance the Complaints Secretary will do an initial assessment regarding any potential safeguarding risk, and if concerned will raise this with the Chair of the Public Protection and Benefit Committee, who will seek advice from a trained Safeguarding Lead as appropriate. Any advice given will be actioned, including temporarily suspending the Registered Member from the Register pending investigation, and alerting other relevant bodies such as the police, if necessary.
- 6.3 Assuming no safeguarding concerns on receipt, the Complaints Secretary will check that the Complaint is reported in line with the Complaints Procedure (section 3.3 above) and contains relevant supporting documentation with reference to the alleged breach of the UK-SBA Code of Ethical and Professional Conduct in respect of each and every allegation.
- 6.4 The Complaints Secretary will inform the named Registered Member that a Complaint has been reported and share the details of the complaint received from the Complainant. The Registered Member will be asked to initially respond in writing to the Complaint within 14 days and should also attach any supporting documentation as set out in 3.3 above.
- 6.5 If the complaint is made by a Consumer (e.g., a parent, carer, or service user), the Chair of the Consumer Advisory Board will liaise with the Complainant and respond to any questions about the procedure. If the Complainant is a non-consumer (e.g., a fellow Registered Member or another professional), an alternative contact person will be arranged
- 6.6 The UK-SBA acknowledges that being involved in a complaints process can be a particularly stressful and challenging experience for Registered Members. While the Complaints Secretary is available to provide guidance and clarification regarding the complaints process, we recognise that additional emotional support may be beneficial. For confidential emotional support, we recommend that Registered Members seek assistance from qualified specialists. The British Association for Counselling and Psychotherapy (BACP) therapist directory offers a range of professionals who can provide tailored support. You can access their directory at [BACP Therapist Directory](#). We encourage Registered Members to prioritise their well-being and seek the support they need during this time.

7 Independent Complaints Panel

- 7.1 The UK Society for Behaviour Analysis will hold a list of people with appropriate skills and experience (e.g., solicitors, head teachers, HR professionals and so on) to advise. This list of people is the Independent Complaints Panel member list. The list will be held by the Public Protection and Benefit Committee and the Complaints Secretary will be responsible for maintaining this list.

- 7.2 The Complaints Secretary will put together a panel of three, to include any combination of an independent expert in a related area to the complaint, a Consumer of services with relevant skills/experience to the complaint and a qualified Behaviour Analyst who is a Registered UKBA(cert). A chair of the Complaints Panel will also be appointed (and can be a lay member or a Behaviour Analyst).
- 7.3 The Complaints Secretary will be responsible for ensuring that the Complaints Panel Members chosen all have the appropriate knowledge to deal with the Complaint and for ensuring the Panel has no conflict of interest in relation to the Complainant or the Registered Member who is subject to the Complaint.
- 7.4 Each Complaints Panel Member will be provided with a complete set of papers relating to the Complaint as received by the Complaints Secretary.
- 7.5 Each Complaints Panel Member will confirm in writing that all information will be strictly confidential unless necessary to disclose, and that any conflict of interest with the parties will be declared.
- 7.6 In the event that complaints are linked or involve shared parties it may be considered for the same Panel to consider multiple complaints.

8 First Stage Complaints Panel Meeting

- 8.1 The first stage complaints panel meeting can be carried out remotely. The meeting will take place as soon as is practically possible, in line with the panel members availability.
- 8.2 The Complaints Panel will again review whether it considers that there is any potential safeguarding risk, and if so, will act to inform the relevant external bodies and may temporarily suspend the Registered Member from the Register pending investigation.
- 8.3 The Complaints Panel will review the information before them and decide whether:
 - (a) There is no case to answer in relation to the Complaint and therefore determines that it should not be progressed any further; or
 - (b) There are some low-level concerns with advisories that could be resolved through review of documentation during this meeting.
 - (c) There is a potential **more serious** case to answer, and the Complaint should progress to a Formal Complaints Panel Hearing.
- 8.4 In order to decide whether or not there is a case to answer, the Complaints Panel must decide if:
 - (a) From the information before them, they consider that the Registered Member has potentially breached the UK-SBA Code of Ethical and Professional Conduct (e.g., inadequate services; taking on work not

qualified to undertake; breaching confidentiality of service users or related documentation; plagiarism; malpractice - see UK Society for Behaviour Analysis Code of Ethical and Professional Conduct); and/or

(b) The Registered Member has potentially brought the profession into disrepute and undermined public confidence or public safety (e.g., including but not limited to inappropriate use of social media; failure to monitor risk; deception or exaggeration of credentials; lack of transparency in financial affairs - see UK-SBA Code of Ethical and Professional Conduct).

8.5 The Complainant and the Registered Member will be updated as to the decision of the First Stage Complaints Panel Meeting within 7 days of the meeting and will be advised of next steps.

8.6 In considering the matter, the Complaints Panel may adjourn and seek additional information from either the Complainant, or Registered Member, or both. They will then arrange a further meeting, with this new information and consider 6.3 again.

8.7 If it has been decided to progress the case to a Complaints Panel Hearing both parties will be requested to assist the Complaints Panel by way of providing all necessary information, to the extent not already provided, within 30 days, ahead of the Formal Complaints Panel Hearing to take place which may include but is not limited to:

- (a) Witness statements;
- (b) Policies;
- (c) Photographs;
- (d) Emails;
- (e) Correspondence;
- (f) Voice Recordings.

9 Formal Complaints Panel Hearing

9.1 The Registered Member and the Complainant will be informed of the Formal Complaints Panel Hearing and given 30 calendar days to provide any additional written evidence that may assist the Formal Complaints Panel.

9.2 After the deadline, all evidence received by both parties will be copied to each party and panel member by the Complaints Secretary.

9.3 The Complaints Secretary will arrange for the Formal Complaints Panel Hearing to take place remotely (unless adjustments required). Any additional paperwork received within the 30 days, will be circulated to all parties and the panel who will be given 14 days for all to consider the paperwork. The hearing date will take place

as soon as possible after this timeframe, dependent on panel and party availability. They will also arrange for:

- (a) All correspondence to be copied to the meeting members;
- (b) A note taker (who could be the Complaints Secretary);

9.4 The Registered Member and the person or body who raised the Complaint may choose to be accompanied by a supporter. This person can support them but may not speak on their behalf. If needed, the UK-SBA can also arrange an Independent Person from the IEAG in assisting with access for the Complainant. If either the Registered Member or the Complainant wishes to be accompanied, they should indicate this to the Complaints Secretary at least 7 days before the meeting, confirming the name of their supporter, this must not be someone potentially involved in the Complaint.

9.5 The Formal Complaints Panel will invite relevant parties to attend a Formal Complaints Panel Hearing on a set date and time. Each party will attend at a different time so will not be present within the same meeting.

9.6 The Complaints Panel may decide to carry out further investigations prior to reaching a decision.

9.7 Late evidence will not be permitted. The Complaints Secretary will check that full and final cases have been submitted when arranging the hearing.

9.8 It will be the responsibility of the Complaints Secretary to convene the Formal Complaints Panel Hearing on a date that relevant parties can attend. If either party does not attend without notice or good reason, the Panel Chair may decide to go ahead with the Formal Complaints Panel Hearing in the absence of that party and any decision made on the evidence before them, will be communicated to the absent party in writing.

9.9 The Formal Complaints Panel Hearing will be chaired by a member of the Complaints Panel. A notetaker will also be present. The Chair will ask each party if they consent to the audio of the meeting being recorded in order for an accurate transcript of the meeting to be created to assist the Complaints Panel and note taker with accurate note taking. The transcript of their own part of the hearing, can be available to each party if requested in writing within 14 days of the hearing. The audio file will be deleted once this has been checked against the written transcript by the Complaints Secretary.

9.10 At the Formal Complaints Panel Hearing, the Complaints Panel will go through the allegations against the Registered Member and the evidence that has been gathered. The Registered Member/Complainant will be able to respond, ask questions and present any evidence of their own. The supporter may make representations to the Complaints Panel and ask questions but should not answer questions on the Registered Member's behalf. The Registered

Member/Complainant may confer privately with their supporter at any time during the Formal Complaints Panel Hearing.

- 9.11 During a hearing it may come to light that there are breaches in further areas of the UK-SBA Code of Ethical & Professional Conduct. The Complaints Panel reserve the right to address further areas of the code during the complaints panel process should this be necessary.
- 9.12 The Formal Complaints Panel Hearing may be adjourned if any further investigation is required. The hearing itself may also raise further issues of concern for the panel and they will be allowed to put any further issues to the Registered Member for a response after the meeting takes place.
- 9.13 The Complaint Panel will make a decision based on the evidence before them (unless they adjourn) in accordance with the balance of probabilities.
- 9.14 To decide if the Complaint is proven, the Complaints Panel must decide if:
 - (a) The Registered Member has breached the UK-SBA Code of Ethical and Professional Conduct; or
 - (b) The Registered Member has brought the profession into disrepute and undermined public confidence or public safety.
- 9.15 The Complaints Panel will either conclude that the Complaint against the Registered Member is:
 - (a) Proven in whole or in part; or
 - (b) Not proven in whole or in part.
- 9.16 If the Complaint is upheld, the Complaints Panel will decide on the appropriate sanction as set out in paragraph 8.

The decision of the Complaints Panel will be communicated to all parties within 14 days of the complaint hearing. If this is not possible, for example in cases where further consideration/or investigations are required, the parties will be updated at regular intervals.

10 Outcomes of the Formal Complaints Panel Hearing

Details of any actions taken against Registered Members will be published where applicable on the UK-SBA website and on the UK-SBA Register against the name of the Registered Member under the tab "sanctions". The amount of detail published will reflect the severity of the actions taken and the impact of the findings on public safety.

- 10.1 Based on the evidence presented, the findings of the hearing could result in one or more of the following outcomes.

Complaint not upheld

- a) Complaint not upheld by the Panel with no further recommendations. UK-SBA will not publish details of the hearing.
- b) The Panel find the complaint not upheld; however, advice and/or recommendations may be made e.g., additional training required, Registered Member asked to provide their reflections and learnings from the case.

10.2 Complaint partially upheld or upheld

- a) The Panel upholds the complaint and makes the Registered Member aware of where their professional practice has fallen short of the standard required, the decision will be held on file in line with our retention policy, should any further complaints come to the attention of UK-SBA within that timeframe further action may be taken. The Panel may impose outcomes proportionate to the seriousness of the breach as follows.
- b) The Panel is satisfied the Registered Member is normally competent, however, they may stipulate recommendations e.g., additional training required, Registered Members to provide reflections and learnings from the case, supervision in specific areas.
- c) The Registered Member is informed their professional practice has fallen significantly short of the standard required. The Panel may require the Registered Member to complete training within a specified time frame and/or to provide their reflections and learnings from the case for the Panel to review and/or mandatory supervision from a suitably experienced professional. If the outcomes are not met to the Panel's satisfaction it may recommend further action/s.
- d) The Registered Member's status is suspended and an action plan with timeframe for competence to be assessed, timeframe for the level of competence demonstrated, the UK-SBA Register will be amended as appropriate.
- e) The Registered Member is permanently excluded from the UK-SBA Register.

10.3 Sanctions that may be imposed include, but are not limited to:

| Sanction | What it is | When it's Applied | Published on Register |
|---------------------|--|---|------------------------------|
| Advisory | Advice and guidance on best practice. | Low-level breach or concern. | Not published |
| Further Training | A requirement to complete training in a specific area. | Where practice falls short in a specific domain. | Not published |
| Further Supervision | Supervision by a qualified practitioner | Where improvement is required in a particular area. | Not published |

| | | | |
|--|---|---|---------------------------------------|
| | in the area of concern. | | |
| Probationary Supervision | Mandatory supervision by a qualified UKBA(cert) for a specified time. | Where closer monitoring and structured support are needed (e.g., following moderate to serious breaches). | Published |
| Temporary Suspension (Investigation Stage) | Temporary removal from the Register while an investigation is underway. | Where there are significant safeguarding concerns or external investigations ongoing. | May be published (e.g., safeguarding) |
| Temporary Suspension (Outcome Stage) | Suspension from the Register until certain conditions are met. | As a sanction outcome — conditions for reinstatement may be set (e.g., training or supervision). | Published while in effect |
| Removal from Register | Permanent or time-limited removal from the UK-SBA Register. | In cases of serious or repeated breaches, including use of harmful or dehumanising practices. | Published |

Note: Publishing decisions reflect the severity and relevance to public safety. Evidence of completed sanctions is reviewed and signed off by three individuals: Complaints Secretary, CAB Chair, and a Public Protection and Benefit Committee member.

All UK-SBA Registered Members have signed up to the Code of Ethical and Professional Conduct, and any Registered Members found to be using harmful, degrading, painful or dehumanising punishment procedures will be removed from our Register. This is in line with the [UK-SBA Position Statement on Punishment](#) published on the [Policies and Positions page](#) on the UK-SBA website. This action will be published on the UK-SBA website.

10.4 Evidence of completed sanctions will be emailed to the complaints secretary and will be formally signed off and recorded by 3 people, usually;

1. Complaints Secretary
2. Consumer Advisory Board Chair
3. A member of the public protection and benefit committee with expertise in the area

Once agreed, the complaints secretary will write to the Registered Member to inform them of the outcome and status of the complaint.

11 Appeals

11.1 A Complainant or Registered Member may appeal the outcome of a complaint within 14 calendar days of the date of the decision letter. Appeals will only be accepted on the following grounds:

- (a) **Procedural Irregularity** – A failure to follow the correct procedure, which may have materially affected the outcome of the complaint.
- (b) **New Evidence** – Significant new evidence, not available at the time of the original decision, which may have materially affected the outcome of the complaint.

An appeal cannot be submitted solely because one party disagrees with the outcome of the original complaint. The appeal must relate specifically to the grounds outlined above

11.2 The appeal must be submitted in writing to the Complaints Secretary at complaintssecretary@uk-sba.org. It must clearly state the full grounds for appeal and be accompanied by all relevant supporting documentation.

11.3 The Complaints Secretary will refer the appeal to a newly constituted Appeal Panel. This Panel will comprise any combination of:

- an Independent Expert,
- a Consumer Representative, and
- a Behaviour Analyst from the UK-SBA Register

11.4 The Appeal Panel will first meet to assess whether the appeal meets the criteria set out in Section 11.1.

If the Appeal Panel concludes that the appeal grounds do not meet the criteria (in whole or in part), the Complaints Secretary will inform the Complainant or Registered Member in writing that the appeal has been rejected (in whole or in part). This decision will be final, and the appeal process will conclude at this stage.

11.5 If the Appeal Panel determines that the appeal grounds meet the criteria (in whole or in part), an Appeal Panel Meeting will be arranged as soon as reasonably practicable.

The Appeal Panel will consider the appeal strictly in relation to the grounds accepted as meeting the criteria set out in Section 11.1.

The Complainant or Registered Member may be invited to attend an Appeal Panel Meeting and will be informed of their right to be supported. The purpose of the meeting will be for the Complainant or Registered Member to present their appeal based on the accepted grounds. The Appeal Panel will consider and progress the appeal in a manner it deems appropriate in the circumstances.

11.6 The Appeal Panel may decide to:

- (a) Uphold the initial decision.
- (b) Modify the sanctions.
- (c) Quash the initial decision.
- (d) Quash the initial decision and initiate a new complaints process with a new panel (i.e., a rehearing).

11.7 The outcome of the appeal will be communicated in writing to all parties within 14 calendar days of the Appeal Panel Meeting, unless notified otherwise. The decision of the Appeal Panel will be final

12 Complaints about the UK-SBA

12.1 If you wish to make a complaint about the UK-SBA, or any of its operations or personnel, please email full details and enclose any supporting documentation to admin@uk-sba.org.

12.2 Any such complaint will be discussed within the Public Protection and Benefit Committee, which will include oversight by an Independent Expert Advisory Group (IEAG), not consisting of any members of the UK-SBA, our Registered Members or consumers of Behaviour Analysis. This group of independent experts will review your concern, and you will then be informed of any actions taken.

13 Concerns about Behaviour Analysis

13.1 If you have a question or concern about Behaviour Analysis (ABA/PBS) in the UK, please email admin@uk-sba.org with your concerns.

13.2 Here at the UK-SBA we are particularly keen to reach out and hear from past and present service users from protected groups, to hear their views in order to inform the ongoing development of our field.

14 Complaints about Professionals who are not UK-SBA Registered Members

14.1 The UK-SBA can only investigate complaints about current UK-SBA Registered Members or the UK-SBA itself. If you have a complaint about a practitioner who is not a UK-SBA Registered Member but is a member/employee of a different organisation, please consider contacting the organisation with whom they are affiliated. Other useful contacts can be found on our [Raising a Concern/Complaint](#) page under the “Complaints and Concerns” Tab on our [website](#).

15 Amendments to Procedures

15.1 The UK-SBA reserves the right to amend these procedures at any time.

Glossary of Terms

- **UK-SBA:** UK Society for Behaviour Analysis.
- **Registered Member:** An individual who is currently registered with the UK-SBA, holding a UKBA(cert), aUKBA(cert), or being a Practising Registrant. These individuals are searchable on the UK-SBA Register.
- **Complainant:** Any individual, group, or organisation who submits a formal complaint against a UK-SBA Registered Member.
- **Complaint:** A formal written statement alleging a breach of the UK-SBA Code of Ethical and Professional Conduct by a Registered Member.
- **Code of Ethical and Professional Conduct:** The set of ethical and professional standards to which all UK-SBA Registered Members must adhere, as published by the UK-SBA.
- **Complaints Secretary:** The individual responsible for managing and administering the complaints process within the UK-SBA.
- **Consumer:** A person who receives or commissions a service from a Registered Member, such as a parent, carer, or service user.
- **Non-Consumer:** A professional, employer, or other individual who is not a direct recipient of services but may submit a complaint due to professional involvement or observations
- **Independent Complaints Panel:** A panel composed of individuals with relevant skills and experience (e.g., solicitors, headteachers, HR professionals, Behaviour Analysts, Consumers of services) who review and make decisions regarding complaints.
- **Initial Complaints Panel Meeting (First Stage Complaints Panel Meeting):** The first meeting of the Independent Complaints Panel to review a complaint and determine if there is a case to answer.
- **Formal Complaints Panel Hearing:** A formal hearing conducted by the Independent Complaints Panel to investigate a complaint further and make a final decision.
- **Appeal Panel:** A separate panel convened to review appeals against decisions made by the Independent Complaints Panel.
- **Safeguarding Concerns:** Concerns related to the safety and well-being of individuals receiving services from Registered Members, particularly vulnerable individuals.

- **Breach of Professional Conduct:** Any action or inaction by a Registered Member that violates the UK-SBA Code of Ethical and Professional Conduct.
- **Independent Expert Advisory Group (IEAG):** A group of independent experts who provide oversight and guidance to the Public Protection and Benefit Committee and review complaints about the UK-SBA.
- **Sanction:** A disciplinary action taken against a Registered Member as a result of a proven complaint.
- **Probationary Supervision:** A period during which a Registered Member works under the mandatory supervision of a qualified and experienced UKBA (cert) for a specified time.
- **Temporary Suspension:** A temporary removal of a Registered Member from the UK-SBA Register, either pending investigation or pending fulfillment of certain conditions.
- **Removal from Register:** The permanent or temporary exclusion of a Registered Member from the UK-SBA Register.
- **Supporter:** An individual who may accompany a Registered Member or Complainant to a Formal Complaints Panel Hearing to provide support but who cannot speak on their behalf.

Additional Useful Information

| Section/Resource | Link |
|--|---|
| UK-SBA Complaints Form | http://www.uk-sba.org/uk-sba-complaints-form/ |
| UK-SBA Code of Ethical and Professional Conduct | https://uk-sba.org/about-uk-sba/ethics/ |
| Information for Parents/Carers and Service Users | https://uk-sba.org/about-behaviour-analysis/information-for-parents-carers-new-to-aba/ |
| Raising a Concern/Complaint | https://uk-sba.org/register-as-a-behaviour-analyst/complaints-procedure/making-a-complaint/ |
| UK-SBA Website | http://www.uk-sba.org/ |
| BACP Therapist Directory | https://www.bacp.co.uk/ |
| UK-SBA Position Statement on Punishment | https://uk-sba.org/about-uk-sba/policies-and-positions/ |
| Policies and Positions page | http://www.uk-sba.org/about-uk-sba/policies-and-positions/ |
| Complaints Secretary Email | complaintssecretary@uk-sba.org |
| Admin Email | admin@uk-sba.org |