

## **MANCHESTER GROUP of the IPN**

The Manchester IPN Group consists of a number of practitioners offering therapy, training and supervision, based and working in North West England. We are a full member group of the IPN. The Independent Practitioners Network offers an authentic model of best practice accountability through open, committed relationships with peers. As peers, each practitioner has equal status within the Network. We work together in linked groups which provide mutual support and challenge, thus enabling us to stand by each other's work.

[www.ipnetwork.org.uk](http://www.ipnetwork.org.uk)

Our "Link Groups" are Bindweed and the Wirral Group.

## **CODE OF ETHICS AND PRACTICE**

We are committed to supporting our clients in their efforts to meet their needs by offering our therapeutic skills and human qualities in a safe environment. We strive to practice in a way that fully acknowledges and respects individual differences, without oppression or discrimination. We recognise the importance of setting and maintaining clear boundaries both for clients and for ourselves.

As individual practitioners we undertake to provide relevant information about ourselves, our training and our practice to enable prospective clients to make an informed choice about working with us.

### **Personal and professional development**

We are committed to monitoring our professional competence and to refer clients to other sources of support when appropriate.

Our ongoing personal and professional development includes updating our skills and knowledge, having regular supervision for our work and listening to feedback from our clients and peers.

### **Confidentiality**

Therapy sessions are confidential except in the following circumstances:

- Clients give their written consent for information to be shared
- We are legally bound to share information about Terrorism and Money Laundering
- Young people appear to be at risk of sexual abuse or exploitation
- Therapeutic relationships are discussed in our IPN supervision groups. We ensure that clients cannot be identified.
- Organisational policies and procedures may stipulate other actions, which will be explained to clients if appropriate
- On rare occasions, a court of law can subpoena a counsellor to produce confidential material relating to a client.

## **Handling Client/Practitioner Concerns or Complaints**

We take responsibility as individuals and as a group for listening to and dealing promptly with concerns or complaints raised by clients. Our aim is always to resolve them as far as possible to the satisfaction of all parties concerned.

Clients can obtain contact details of IPN participants who are part of Manchester Group, or our two link groups, from the IPN website. One, or several of them, will assist you to resolve your concern in whichever way feels best for you. This may include:

- Mediating face to face with yourself and your therapist
- Taking your concerns to your therapist's group and/or one of their link groups; with or without you being present.
- Obtaining an apology and/or details of future change and/or plans for the development of your therapist's practice

Where a concern or complaint cannot be resolved satisfactorily between client and practitioner, nor by reference to the Manchester Group, we will invite the assistance of one of our link groups or the wider IPN Network as appropriate.

Clients of statutory and voluntary agencies may pursue a complaint through that agency's published channels.

### **Current Manchester Group:**

Chris Dawson, Sue Rodrigues, Dympna Riding, Jonathan Lloyd, Kristina Chitryn, Sue Harman

Last amended February 2018