

Assessment Threshold Test for Complaints – BAPT

When a complaint is received the information shared will be assessed through the application of a three-stage test, called our Assessment Threshold Test. This helps us to decide if there is a need for further investigation. Every complaint received is reviewed by a case manager. They will check whether the complaint, if proved, would mean that the member failed to meet our professional standards. The test will cover:

1. Has there been a potential breach of the BAPT ethical code and standards based on the allegations made?
2. Is that breach sufficiently serious that, if proved, is capable of resulting in regulatory action?
3. Is that breach capable of proof?

A complaint or report will only pass the Assessment Threshold Test, and be investigated further, where the answer to all three stages of the test is 'yes'. Sometimes, based on the information we have, we cannot tell whether a stage of the test is met. If this is the case, we try to get more information by carrying out some initial investigation to help us decide. This will involve assessing your complaint, the response of the member, and any evidence that either party has put forward.

If the complaint passes the threshold test, the complainant and the member will be informed.

If the complaint fails to pass the threshold test, the complainant and the member will be informed and the complaint will be closed.

Right of appeal

A complainant may only appeal against a decision to close the complaint if they have convincing new evidence that was not available at the time of the test.