

Raising a Concern/Fitness to Practise (FtP)



Guide for the public and employers

Updated January 2017

1. Introduction

As a Graduate or Allied Health Professional member (registrant) of The British Association of Sport Rehabilitators and Trainers (BASRaT) individuals are entitled to refer to themselves as Graduate Sport Rehabilitators (GSRs). All registered registrants are required to meet and maintain the BASRaT standards of education, skill and conduct as stated in the BASRaT Standards of Ethical Conduct and Behaviour (SECB) and Role Delineation documents (RD). Please refer to the BASRaT website, www.basrat.org

2. What is fitness to practise?

An individual is considered 'fit to practise' if they possess the appropriate skills, knowledge, health and character to practise safely and effectively. In addition, this also includes acts and/or behaviour which may affect:

- Protection of the public,
- Public confidence in the profession and the regulatory process.

BASRaT have a responsibility to monitor professional standards of its registrants, protect the public and maintain public confidence in the profession.

When BASRaT makes a judgement regarding a registrant's good character we cannot state that an individual will never behave in an inappropriate way but on the basis of the available evidence, there is no reason to believe that they would not adhere to our professional standards.

It is important to note that an individual's health and/or disability will be considered in direct relation to their ability to practise safely and effectively. If the particular condition is stable and managed appropriately then this should not affect a registrant's ability to practise safely and effectively. Being able to manage a condition appropriately also includes adapting, limiting and stopping practise if required.

3. Proportionality of decisions made by BASRaT

In deciding what, if any, sanction to impose BASRaT will apply the principle of proportionality taking into account the interest of the public with those of the registrant. The following points will be considered before the confirmation of decisions:

- Is the sanction a legitimate exercise at the current stage of the process (figure 1)
- Is it a suitable means of attaining the appropriate degree of public protection identified at the current stage (figure 1)
- Is it the least restrictive means of attaining that degree of public protection
- Is it proportionate in striking the correct balance between public protection and the rights of the registrant

4. Raising a concern

Any concerns can be brought to the attention of BASRaT in a number of ways:

- A. Declaration by Accredited Institution (AI)*
- B. Self declaration at initial registration**
- C. Self regulation of active registrant**
- D. Concerns raised by a member of the public/employer
- E. Information received by BASRaT (this may be from a number of sources including an insurance claim or information reported in the media) regarding an active registrant or applicant to the register. In the latter case an 'applicant' may refer to a new applicant or an individual who wishes to be re-admitted to the register.

*Please refer to BASRaT Fitness to Practise- Guide for Accredited Institutions.

**Please refer to BASRaT Fitness to Practise- Membership Guide.

Allegations related to fitness to practise would not generally include:

- Poor time keeping (unless this has a direct impact on client care).
- Interpersonal conflicts/disagreements (unless involving bullying/threatening behaviour).
- Sickness absence (unless this involves fraudulent claims and/or lack of appropriate self management of a condition).

In the case of the above examples and where there is no suggestion of risk to the public, it will most likely be suitable for BASRaT to deal with the concern informally. This may involve the BASRaT Registrar asking you what would be an ideal resolution, for example a verbal or written apology. This must then be agreed with the registrant concerned. If no agreement can be made then facilitated mediation via the BASRaT Ethics Committee (see fitness to practise process, section 7) will be considered. If a concern is suitable for mediation you, and the registrant concerned must agree to this course of action. If either party refuses BASRaT will initiate formal procedures (see fitness to practise process, section 7).

Mediation is when a member of the BASRaT Ethics Committee will discuss the problem with both you and the registrant concerned separately in order to come to an agreeable resolution. If mediation is not successful then BASRaT will initiate formal procedures (see fitness to practise process, section 7).

5. When might an individual's fitness to practise be impaired?

BASRaT uses the term impairment to mean any circumstance which impacts or may impact upon the ability and capability of an individual to undertake safe and effective practice. Impairment can take many forms including transitory or permanent circumstances. BASRaT considers possible circumstances for impairment of fitness to practise on an individual basis. For example, impairment is likely if an individual:

- Conduct that falls below the BASRaT standards of education, skill and conduct as stated in the BASRaT Standards of Ethical Conduct and Behaviour (SECB) and Role Delineation documents (RD).
- Has been dishonest, been convicted of fraud or theft or abused someone's trust.
- Has covered up mistakes or impeded some form of investigation.
- Were involved in sexual misconduct (including child pornography).
- Has a substance abuse or misuse issue.
- Has exploited a vulnerable person.
- Failed to respect a client's rights.
- Has been violent or exhibited threatening behaviour.
- Had an inappropriate relationship with a client.
- Has a health problem which is not appropriately managed and which impacts on their ability to practise safely and effectively.

In the case of the above examples it would be more appropriate for the concern to be investigated via a formal process (see fitness to practice process, section 7).

Additionally if a registrant has been the subject of more than two concerns of a similar nature that were dealt with informally then the formal process will be undertaken (section 7).

If you are unsure as to whether your concern is related to fitness to practise then please refer to the BASRaT Standards of Ethical Conduct and Behaviour (SECB) and Role Delineation documents (RD) and/or contact BASRaT as soon as possible:

Administration Office Tel- 0161 295 0070

Administration Email- administration@basrat.org

Registrar Email- registrar@basrat.org

6. How to raise a concern

As stated above you may want to discuss your concerns with BASRaT initially and this may be done via completing the Raising a Concern form, via telephone or email. The Raising a Concern form is available on our website, but a hard copy is also attached at the end of this document.

In order for a concern to be recorded by BASRaT you will be asked for the following information:

- Accurate identification of the BASRaT registrant (if possible their membership number)
- Nature of the concern:
 - Events that took place and if possible when/where.
 - Context.
 - If an employer, any action taken by yourself/company.

This is so the registrant is able to understand and respond to the concern.

In addition we will also ask for:

- Your full name and contact details.
- Details of any other individuals involved.
- Details of someone else we can contact if further information is required.

The above information should be posted to:

BASRaT Administration Office
C/O Directorate of Sport, Exercise and Physiotherapy
School of Health Science
University of Salford
Frederick Rd
Salford, M6 6PU

Please contact BASRaT if you require any support to put your concern in writing. BASRaT will not ignore a concern because it is not in writing and will support those who may be unable to put a concern/complaint in writing (e.g. due to language or literacy difficulties).

7. The fitness to practise process

A general overview of the process is given below (figure 1). Any concerns raised will initially be considered by the BASRaT Registrar in conjunction with another member of the BASRaT Executive Committee (stage 1). If it is deemed not to be a fitness to practise issue or not involving a registrant then it is likely that no formal fitness to practise investigation will proceed. Any decision made at stage 1 will be based upon the presence of prima facie evidence in relation to fitness to practise. At stage 1 the Registrar may also proceed with informal communication aimed at facilitating an appropriate resolution. This may involve mediation between the parties concerned through the BASRaT Ethics Committee (see Section 4). The nature of some concerns may result in mediation not being an appropriate route. Examples would include concerns involving sexual assault/abuse.

Any decision made at stage 1 will be confirmed in writing within 5 working days of the decision being made. This decision may include the immediate imposition of an interim order (this may be in the form of interim conditions or suspension) if the allegation is judged to be of such a nature as to involve a risk or potential risk to protection of the public or public confidence in the

profession. The interim order would last for a period of up to 28 days allowing time for the concern to be considered by the Investigating Committee (stage 2). Further information regarding decision making can be found in the BASRaT- Interim Order Guide document.

If the practitioner is a BASRaT registrant and the concern is deemed to be related to his/her fitness to practise the Registrar will delegate to an Investigating Committee (stage 2). This committee will comprise of the following:

- Chair, health professional (not active member of BASRaT) selected from a pool of qualified individuals held by BASRaT
- At least one member of the BASRaT executive committee (not the same member involved in stage 1 above)
- One lay executive committee member

The Investigating Committee will gather additional information regarding the concern from relevant sources (registrant, yourself, any others concerned). Information related to medical details and/or criminal convictions will only be pursued with written consent of the registrant. It must be noted that if an individual declines to give written consent then this will be considered during any decision making process.

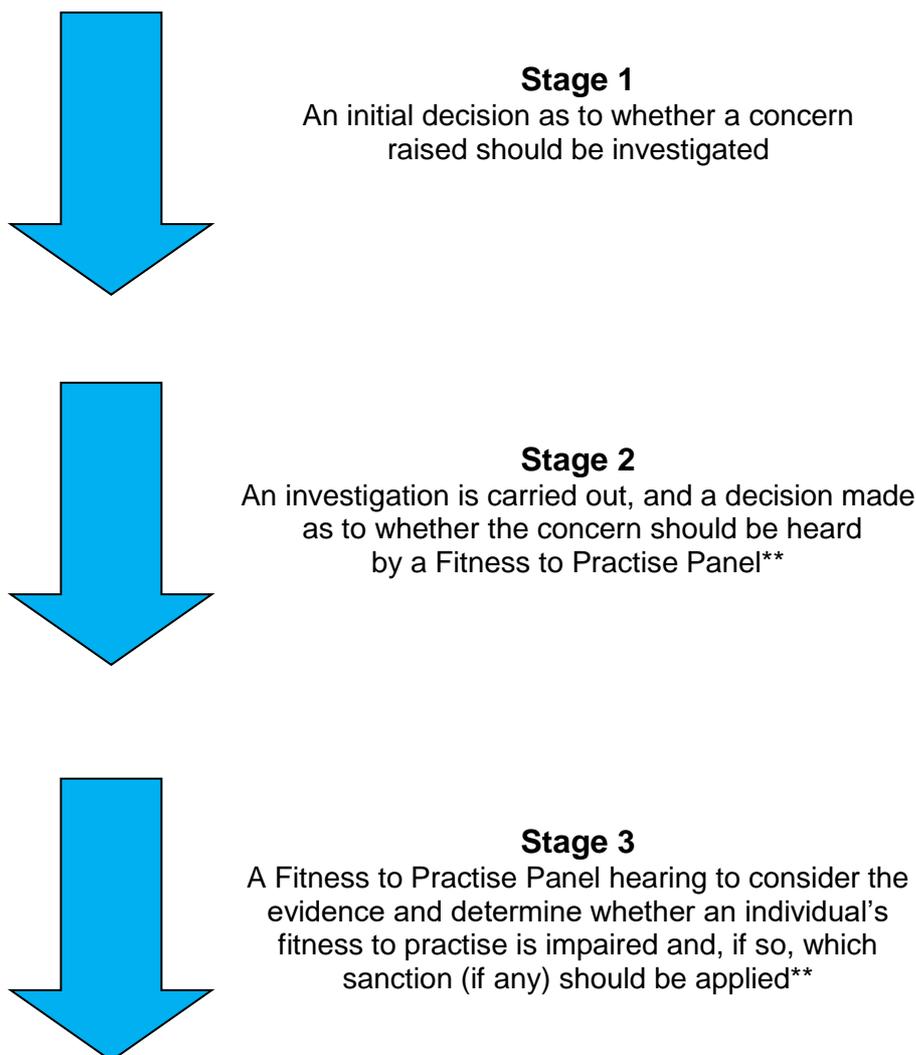
The Investigating Committee will independently consider the case presented and make a judgment on whether the case should be considered by a fitness to practise panel based upon the balance of probabilities using the evidence available. Alternatively, if there is no further 'case to answer' then no further action will be taken. The outcome (decision), reasons behind the decision and also relevant contact details of the Investigating Committee will also be confirmed in writing within 5 working days from the decision being made. Please note that at stage 2 the Investigating Committee may also recommend informal communication aimed at facilitating an appropriate resolution. This may involve mediation between the parties concerned through the BASRaT Ethics Committee (see Section 4). If mediation is recommended but does not resolve the concern then the case will be referred back to the Investigating Committee.

The Investigating Committee can also consider the imposition of an interim order or the extension of the existing interim order imposed at stage 1 if the concern is judged to be of such a nature as to involve a risk or potential risk to protection of the public or public confidence in the profession. Any interim order would cover the period of time necessary for the concern to be considered by the Fitness to Practise Panel (stage 3) and be for a maximum period of 18 months. Any interim order imposed at stage 2 will be reviewed after six months and every three months following, but, will also be reviewed if new evidence, relevant to the order, becomes available.

If the Investigating Committee decides that there is a 'case to answer' and that an individual's fitness to practise may be impaired then the case will be heard by a Fitness to Practise Panel (stage 3). The Fitness to Practise Panel and its responsibility, process and procedure is described in more detail in the next section (8). The Fitness to Practise process is subject to appeal at stages 1, 2 and 3. More information about the appeals process can be found in section 10.

Please note that the BASRaT fitness to practise process will not be discontinued should a registrant choose to leave the organisation.

Figure 1.



**Fitness to Practise Panel hearings only apply to active or previously registered registrants of the organisation.

8. Fitness to Practise Panel

All parties will be informed, in writing of the date of the panel hearing, at least 30 working days in advance. All parties will also be sent a copy of the information that the panel will look at. All parties will have 10 working days to respond to anything that has not seen before and will also be given the opportunity to supply any further information to be considered by the panel.

Fitness to Practise panels should consist of the following:

- Chair, health professional (not active member of BASRaT) selected from a pool of qualified individuals held by BASRaT.
- One member of the executive committee
- One active BASRaT member (not executive committee member)
- One lay executive committee member

Also in attendance will be a BASRaT administrator to transcribe the panel hearing.

- Members of the Investigating Committee will not be permitted to sit on the Fitness to Practise Panel.
- Executive committee member involved within stage 2 will not be permitted to sit on the Fitness to Practise Panel.

BASRaT cannot provide legal advice, but please refer to section 11 for relevant organisations which may be of use. BASRaT will provide expenses for travelling to/from a hearing panel. BASRaT will ensure that complainants and witnesses are treated fairly and with respect, providing reasonable support as required by the specific case (for example, accessibility arrangements, separate waiting rooms during hearing, etc). Please contact the BASRaT administration office if you require any special arrangements.

Fitness to Practise cases are heard by the panel in private with any decision and reasons behind the decision confirmed in writing within 10 working days from the decision being made. A full transcript of the hearing and decisions will be kept by BASRaT whilst an amended version will be made available to the public via the BASRaT website, <http://www.basrat.org/disciplinaryproceedings.asp>. The amended version will not disclose any personal information of individuals raising the concern or other third parties involved with the case, such information will be anonymised. In addition, any information related to the health of the registrant and/or individuals raising the concern will not be disclosed in the document published on the website.

9. Sanctions made by the Fitness to Practise Panel

The panel will carefully consider the circumstances and evidence for each case. Actions taken by the panel will be to:

- Protect the public.
- Maintain public confidence in the profession and the regulatory process.

Decisions by the panel will be made considering the balance of probabilities using the evidence provided. The following will be considered by the panel:

- Whether the facts set out in the concern are proven;
- Whether those facts amount to the statutory ground set out in the concern (e.g. misconduct or lack of competence)
- Whether (and to what extent) the registrant's fitness to practise is impaired.

Sanctions imposed by the panel may include:

- Taking no further action.
- Cautioning the individual using a note placed upon the registrant's register entry which highlights the area of concern and recommendations for future training/education. This note will remain in place for a given period of time or until further training/education is evidenced.
- Imposing conditions on the individual's practice such as clinical supervision or scope of practise restrictions.
- Suspending the individual from practice for a given period of time (up to one year) or until further training/education is evidenced.
- Striking the individual from the register.

For further information regarding the Fitness to Practise Panel, please refer to BASRaT Fitness to Practise Panel- Sanctions Guidance.

In any case the decision and reasons behind the decision will be confirmed in writing within 10 working days from the decision being made. A full transcript of the hearing and decisions will be kept by BASRaT whilst an amended version will be made available to the public via the BASRaT website, <http://www.basrat.org/disciplinaryproceedings.asp>. The amended version will not disclose any personal information of individuals raising the concern or other third parties involved with the case, such information will be anonymised. In addition, any information related to the health of the registrant and/or individuals raising the concern will not be disclosed in the document published on the website.

10. Appeals

As outlined previously all individuals concerned will be informed of any decision and reasons behind any decision in writing at each of the stages outlined. Appeals against any decision made at stage 1 must be filed within 10 working days from the written confirmation letter. Any interim order imposed at stage 1 will be reviewed if new evidence, relevant to the order, becomes available. Appeals against any decision made at stage 2 or 3 (i.e. by the Investigating Committee (stage 2) or Fitness to Practise Panel (stage 3) must be filed within 20 working days from the written confirmation letter. Any interim order imposed at stage 2 will be reviewed after six months and every three months following, but, will also be reviewed if new evidence, relevant to the order, becomes available.

At stages 2 and 3 an appeal panel constructed using the same criterion as the Fitness to Practise panel will consider the appeal lodged. Members of the Investigating Committee and the Fitness to Practise panel will not be permitted to sit on the Appeal Panel. The Appeal panel decision and reasons behind the decision will be confirmed in writing within 10 working days from the decision being made. A full transcript of the hearing and decisions will be kept by BASRaT whilst an amended version will be made available to the public via the BASRaT website, <http://www.basrat.org/disciplinaryproceedings.asp>. The amended version will not disclose any personal information of individuals raising the concern or other third parties involved with the case, such information will be anonymised. In addition, any information related to the health of the registrant and/or individuals raising the concern t will not be disclosed in the document published on the website.

11. Additional contacts

The following organisations may be useful for further advice or support.

Action Against Medical Accidents (AvMA)

This is an independent charity which provides free specialist advice on public and private health-care complaints, if it is suspected that harm has been caused or there is a threat to client safety.

Phone: 0845 123 2352

Website: www.avma.org.uk

You can also complain about false or misleading advertising to the:
Advertising Standards Authority.

Phone: 020 7492 2222

Website: www.asa.org.uk

Citizens Advice

The Citizens Advice service helps people deal with their legal, money and other problems by providing free, independent and confidential advice.

Phone: 020 7833 2181 (to find out where your local office is)

Website: www.citizensadvice.org.uk

Raising a Concern



Please use this document to raise a concern regarding a registrant of BASRaT. A registrant includes the following membership categories:

- Graduate
- Allied Health Professional

Before completing this document you may want to check the type of membership held by the individual concerned (Register Check) - <http://www.basrat.org/membercheck>

You may also wish to check BASRaT's definitions of fitness to practise via <http://www.basrat.org/docs/profdocs/BASRaT%20Complaints%20Procedure%20Guide%20Updated%20Aug%202014%20.pdf>.

The aim of this document is to provide BASRaT with:

- Basic information about yourself and the person you wish to raise a concern about
- Details of the concern
- Desirable outcomes

Your Contact Details:

Your name:	
Your address:	
	Post Code:
Telephone number:	
Email:	
Signature*:	
Date:	

***By signing this document you are giving your consent for BASRaT to disclose your details in any investigation of the concern.**

Registrant's Details:

Registrant Name:	
Membership Number (If known):	
Contact Details (if known): i.e telephone number, email address	

Details of Your Concern:

Please describe your concern in as much detail as possible, please consider the following:

- Events that took place and if possible when/where (if applicable).
- Context.
- If an employer, any action taken by yourself/company

You may find BASRaTs Raising a Concern /FtP Guide useful in filling out this form

Please continue on additional sheet if necessary

Next Steps:

Once completed this form can be posted to:

FAO: Registrar
BASRaT Administration Office
C/O Directorate of Sport, Exercise and Physiotherapy
School of Health Science
University of Salford
Frederick Rd
Salford, M6 6PU

Alternatively you can also email the form to the BASRaT registrar, registrar@basrat.org or administration office, administration@basrat.org

As another option you can also raise a concern by telephone. In this case please contact the BASRaT administration office on 0161 295 0070. With your consent, details will be noted using this form and then you may be contacted by the BASRaT Registrar as a follow up.

Please contact BASRaT if you require any support to put your concern in writing. BASRaT will not ignore a concern because it is not in writing and will support those who may be unable to put a concern in writing (e.g. due to language or literacy difficulties).

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