



New Standard Advisory

Client Notification of Complaints Process

On or before **December 1, 2023**, all Registered Counselling Therapists and Registered Counselling Therapist-Candidates, shall:

- provide all new clients with a physical or electronic copy of the ***NSCCT Complaints Process Infographic*** as part of their standard consent materials and process;
- as part of the initial consent process,
 - a) obtain the signature or initials of the client confirming receipt of the ***NSCCT Complaints Process Infographic***
 - b) obtain the signature or initials of the client confirming that the counselling therapist discussed the NSCCT complaints process and provided an opportunity to have their questions addressed
- prominently display within the office setting, a hard copy of the ***CCPA Code of Ethics***
- where applicable, make available on their business website,
 - a) a copy of the ***NSCCT Complaints Process Infographic***
 - b) a link to the **File a Complaint** page of the NSCCT website
 - c) a link to the ***CCPA Code of Ethics***
 - d) a link to the ***CCPA Standards of Practice***
- Encourage clients to contact the College if they require further information

END