



# UK HEALERS - Quality Criteria

## Complaints Procedure

Published: January 2013

This document defines a minimum complaints procedure for an organisation accredited by UK Healers.

### Initiation of a Complaint by a member of the public

If a member of the public wishes to make a complaint against one of its healers, the organisation must provide information to the complainant that explains how to do this and what the complaints procedure involves.

A copy of the relevant Code of Conduct must be supplied.

Complaints must be made in writing. Oral complaints will not be processed.

A sample complaints form is shown at Appendix 1.

### Complaint Process

The process for dealing with complaints in a Member Organisation may vary according to the organisation's circumstances but will as a minimum have four elements:

1. Preliminary investigation
2. Formal consideration which may, but does not have to, include a formal hearing
3. A decision on the evidence
4. Provision for appeals.

As part of the process the Member Organisation concerned will normally forward the complaint to the healer or healers concerned. The required completed complaint form asks for authority that this may be done.

If it is concluded that the healer was at fault, disciplinary action will be considered up to and including expulsion from membership of the Member Organisation concerned and loss of the healer's Registered status.

The organisation must advise UK Healers of any written formal complaint UK Healers will keep a record of complaints received. Strict confidentiality will be preserved.

The organisation should also advise the insurer in the event that a claim may be possible.

UK Healers will want to be satisfied that all complaints are properly dealt with and concluded.

## Appendix 1 – Sample Complaints Form

{Organisation's Name}

### COMPLAINT AGAINST A REGISTERED HEALER

(To be completed by the complainant)

1.	Your Name:	
2.	Your Address:	
3.	Your Telephone Number:	
4.	Name of Healer about whom you are complaining	
5.	Healer's Address (if known):	
6.	Please give an explanation why you are complaining and indicate in what way you feel the Code of Conduct has been breached. Please find attached a copy of the Code of Conduct: Please continue on a separate sheet if space is insufficient.	
7.	Please provide details of date and location where the matters complained about took place:	
8.	I agree that this complaint and any supporting material may be referred to the Registered Healer concerned for his or her response and to any other person material to the investigation and to the Organisation of which the Registered Healer is a member. Signature: (of person named as in Section 1 above)    Date:	

Address to which this form needs to be sent: {Organisations' address}