



UK HEALERS - Quality Criteria

Disciplinary Procedure

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

This outline should be read in conjunction with the Organisation's Complaints Procedure and applies in all situations when the complaint is made.

Action by the Member Organisation

When an Organisation receives a request to investigate a complaint, the Organisation's Governing Body will arrange for an individual or a committee (these may be permanently appointed or ad hoc) to investigate the complaint and report to the Governing Body.

The complaint must be dealt with in the way described in the complaints procedure

When the Governing Body is satisfied on the conclusion and any actions proposed, they will report the outcome to UK Healers.

The Organisation will advise the healer concerned and the complainant of the conclusions reached.

These letters will be sent by recorded delivery.

Any proposed disciplinary action will be implemented by the Organisation.

In the event that the conclusion involves withdrawal of Registered Healer status from a healer the organisation will inform UK Healers who will advise all other Member Organisations of the decision.

Appeals

1. If either the healer or complainant wishes to appeal against the conclusion, they must do so in writing direct to the Organisation within 10 days of the date of post of the decision letter, giving their reasons.
2. The organisation will form an Appeal Panel consisting of members who were not involved in the original investigation. If the Organisation has less than 10 members the Panel members should be from other organisations.
3. The appeal will be considered by the Appeal Panel which will be provided with all papers relevant to the complaint in advance to be sure that the original investigation was properly carried out.
4. If a hearing is thought necessary, the Appeal Panel will make arrangements with the Healer and the Complainant.
5. The Appeal Panel will either:
 - a. confirm the original decision, or
 - b. make an alternate decision
6. The Appeal Panel's conclusion will be final.