

Complaints Procedure

Initiation of a Complaint by a member of the public

If a member of the public wishes to make a complaint against a member. Complaints must be made in writing using the Complaint against a registered healer form (below). Oral complaints will not be processed.

A copy of the relevant Code of Conduct will be sent together with the form.

Complaint Process

The process for dealing with complaints, strict confidentiality during all stages:

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 complaint will be forwarded 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 and loss of the healer's Registered status.

UK Healers will be advised of any written formal complaints.

The insurer will be advised in the event that a claim may be possible.

COMPLAINT AGAINST A REGISTERED HEALER

(To be completed by the complainant)

1.	Your Name:	
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2.	Your Address:	
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3.	Your Telephone Number:	
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4.	Name of Healer about whom you are complaining	
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5.	Healer's Address (if known):	
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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.
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7.	Please provide details of date and location where the matters complained about took place:
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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:

Return this form to: info@shamanichealerscircle.com