

# AAMET COMPLAINTS & DISCIPLINARY PROCEDURE

Effective Date: 1<sup>st</sup> April 2009

## **1. Introducing the AAMET**

The Association for the Advancement of Meridian Energy Techniques (AAMET) is the lead body for Energy Psychology with the General Regulatory Council for Complementary Therapies

The AAMET is a large international organisation supporting Energy Therapy.

The AAMET is comprised of individuals with an interest in Energy Psychology and also Energy Psychology Practitioners. The AAMET is open to any person who is able to satisfy the criteria for ongoing Registration as determined from time to time by the AAMET.

## **2. Our commitment to you**

The AAMET is committed to providing high quality and responsive services at all times. However, we recognise that sometimes people may not be satisfied with those services. We have therefore set up a Complaints Procedure to enable people to tell us clearly when and why they are not satisfied with either our services or those of our Registrants.

## **3. Relationships with other Professional Organisations**

The AAMET maintains links with a number of professional organisations, and contact details for most others. Where a complaint against a practitioner on the AAMET Register is upheld, then notification of any action taken by the AAMET may also be brought to the attention of other organisations to which that practitioner is affiliated. In most cases it is a requirement of professional membership that an organisation be informed by the member immediately when that member has received notice of a complaint or becomes aware that a complaint is being brought against them.

In the interests of public protection, any AAMET Registered Practitioner found to have been dismissed from membership of any other professional therapy or self-development related organisation on the basis of professional misconduct might summarily be dismissed from the AAMET registration on those grounds alone.

## **4. What is a complaint?**

A complaint is either a verbal or written expression of dissatisfaction. This may relate either to how the AAMET itself has carried out its work or how you have been treated by a practitioner on the Register. (N.B. Whereas a verbal complaint may be acknowledged, only a written complaint may proceed further).

## **5. How to make a complaint**

If you are unhappy with a service or the level of service provided by the AAMET, you may wish to raise it first directly with either the person or the AAMET Group/Committee concerned. At all times the AAMET will try to resolve any problems as quickly and as informally as possible.

If you are unhappy with a service or the level of service provided by an AAMET Registered Practitioner, you may wish to raise it first directly with the practitioner concerned in order to try to resolve the matter as quickly as possible.

If you prefer, or if you wish to take the matter further, you may make a complaint by letter, marked "*Confidential*", to the Ethics Committee address published on the AAMET website. Please give full details of the issues you wish to raise and where you believe the issues raised are in violation of the AAMET Code of Conduct and Ethics.

Please contact any member of the AAMET Ethics Committee if you need any help in making your complaint and we will try to provide it.

The AAMET is committed to dealing with any complaint fully and in a fair and impartial manner. We will also try at all times to make the procedure for dealing with your complaint the least stressful as possible for you.

All complaints are dealt with in confidence, although we do use the evidence gathered from any complaint to help improve our services. Records are kept of all complaints and how they are handled and this is reviewed on an annual basis by members of the AAMET Management Team.

Whilst there is no set time period for making a complaint, generally speaking, a complaint registered after a long period of time has elapsed may be more difficult to investigate than one registered closer to an alleged event. (N.B. In order that the process should not be unnecessarily protracted, replies by complainants to communications from the AAMET must be received within 28 days of the date of any such communication. It is also advisable to send all letters using the "Recorded Signed For" service available from the Post Office in order to minimise the likelihood of disputes arising over non-receipt.)

## **6. How will your complaint be investigated?**

In most cases, your complaint will be referred to the AAMET Ethics Committee. The Ethics Committee shall have responsibility for determining whether the issue/s raised represent a valid complaint within the parameters of the AAMET Code of Conduct and Ethics. At no time will your complaint be investigated by anyone involved in the substance of the complaint.

Receipt of your complaint will normally be acknowledged within ten (10) working days.

If the AAMET Ethics Committee decides that your complaint is valid (as described above), you will be:

- i. Provided with a copy of the AAMET Code of Conduct and Ethics
- ii. Given the name and contact details of the person investigating your complaint
- iii. Informed how long we expect to take to look into your complaint and when you can expect a reply. This will vary from case to case.

When investigating complaints against an AAMET Member or Members, the Ethics committee may contact the AAMET member(s) in question, detailing the complaint and asking the member(s) to reply.

At no time shall the identity of the complainant be revealed to the AAMET member(s) in question without the permission of the complainant. However, it may be that certain complaints cannot progress any further unless the identity of the complainant is divulged to the AAMET member in question.

At no time during the investigation shall any details of the complaint or the complainant be made available to anyone outside the AAMET member in question, the AAMET Ethics Committee and where necessary the AAMET Management Team.

A written report of your complaint, outlining the investigations and any conclusions and recommendations, will be prepared by the Ethics Committee.

This written report is then passed to the AAMET Management Team for action. Such action may include but not necessarily be limited to:

- No further action
- An admonishment
- Temporary suspension from Registration (Period will be specified)
- Removal from the AAMET

You will be advised of any action that the AAMET has taken as a result of the complaint.

## **7. How to appeal if you are not satisfied**

If you are not satisfied with our response to your complaint, you can ask to have all of the evidence reviewed by a member (*or* members) of the AAMET Management Team who has (have) had no previous involvement with the complaint.

(N.B. This same *Appeals Procedure* is also available to any person against whom the complaint has been brought).

They will be asked to prepare a report on their findings, namely that "*on the basis of the evidence available to the AAMET Ethics Committee*" was the decision reached reasonable?

An appeal against a decision must be made within 28 calendar days of the complaint being informed. It is very important to adhere to this timetable, as no appeal will be considered by the AAMET after this period has lapsed.

We will try to be as flexible as possible in dealing with your complaint in order to make the situation less stressful for you. In particular, we will endeavour to keep you fully informed throughout the course of the complaint and in all cases, attempt to bring about a just resolution as quickly as possible.