

Canine Massage Guild

Complaints procedure

From time to time, a Guild member or a client may feel aggrieved or dissatisfied or be in formal protest that a Guild member has breached the code of Ethics and procedure.

All complaints will be treated seriously and handled in a professional, open, honest, fair and transparent manner. Whenever possible, resolution between parties will be sort in the first instance.

The object is to grow and maintain the professional integrity and credibility of its members to both the clients and other professionals.

No anonymous complaints will be accepted, however, we will make every effort to keep your identity undisclosed if you request us to do so.

All people who are subject to a complaint will be innocent of misdemeanour until deemed otherwise. They have the right to courteous and fair communication/action throughout the process.

All people about whom a complaint is made, shall be given the opportunity to show that the complaint is not well founded.

Complaints will be conducted by our Designated Complaints member (CM) in the first instance and appeals against the outcome will be handled by the Director.

PROCEDURE FOR DEALING WITH COMPLAINTS

Complaint must be made in writing or by email and contain the name and address of complainant and name the Guild member

1. Written complaint received by admin office
2. Admin checks membership status.
3. If not a member – admin informs complainant that no action can be taken by the Guild
4. Admin acquires contact phone numbers, postal address and email address (if available) for both parties.
5. Designated Complaints member (CM) is sent a copy of complaint.
6. CM contacts complainant and Guild member. This formal interview may be by telephone at a pre-arranged time to allow preparation of their defence or to take advice.
7. If complaint is not deemed reasonable (Code of Practice has not been breached) admin sends email/letter to complainer and Guild member – The Guild will not support the complaint.
8. If complaint is deemed reasonable (Code of Practice has been breached) Complaintst Manager leads debate on course of action to be taken.
9. Email/letter sent to the Guild member and complainant with CM decision.

COMPLAINT UNSUBSTANTIATED

Guild member and complainant informed. No records will be held on file.

COMPLAINT VALID

Depending on the gravity of the offence, the Guild member will either be suspended until such time that the situation is rectified (eg further training taken or facilities improved) or they may be expelled from the Guild and not enjoy the umbrella of the organisation in the future.

Where the Guild member fails to comply with the recommendations of the CM/Director within reasonable time, further disciplinary action may be taken (eg failure to obtain relevant insurance will result in a previously suspended Guild member being expelled).

APPEALS PROCEDURE

A Member who is the subject of the decision to be expelled or suspended may appeal to have the decision of the CM to be re-considered. The member must notify the Director in writing of the intent to appeal within fourteen days of receiving the Co-ordinator's original decision. A member is permitted to appeal once only with regard to a specific disciplinary matter. The decision of the Director with regard to any such appeal is final.

The Member will be informed of this requirement via the email/letter which communicates the original decision.

The appeals process will involve a review of all the issues and will:

- Check that a full and fair investigation was made
- Assess the reasonableness and fairness of the actions in adherence to the Complaints Procedure.
- Determine whether the decision was reasonable given the facts available at the time
- Uphold, alter or overturn the decision

GOOD PRACTICE

- The admin office and the CM will hold accurate written/electronic records and report.
- Records will be held for one year and then archived and held for a further 3 years (Where a complaint is not upheld, no record shall be held)
- Information will be held electronically as far as possible and electronic folders and files backed up at regular intervals
- Confidentiality should be observed in instances where a complainant gives his/her own personal details but requests that they should not be disclosed to the Guild member.