

## APPENDIX 5

### The Bowen Association UK Complaint Investigation and Disciplinary Procedure.

1. Any member knowing, or having good reason to believe that another member is, or has been and is likely to be so again in the future, in technical or ethical breach of their obligation as a member of the Bowen Association, then the said member shall draw the attention of the Executive Committee to the matter by submitting a written report to the Chairman.
2. In the event that the Executive Committee receive an allegation that a Bowen Association member is allegedly in breach of one or more of their obligations as a member of the Association, the Arbitration and Complaints Committee will be instructed to investigate. The Arbitration and Complaints Committee shall inform the said member in writing of the full details of the perceived breach and shall require the said member to provide them with a written reply within a pre-defined period of time (14 days). They will advise the Member to immediately notify their insurers and to request their advice. The Arbitration and Complaints Committee shall in addition have the power to require that member to furnish such further details and/or explanation relevant to the alleged breach as considered necessary. The complaint will be acknowledged in writing and the investigative process outlined to the complainant.
3. In the event that, having duly requested a member allegedly in breach as per Section 1 and 2 above, the said member fails to respond within a period of fourteen (14) days to the Arbitration and Complaints Committee's communications, or has provided an incomplete response, the following action shall be taken:
  4. The allegedly offending member shall again be requested to respond in writing within fourteen(14) days, accepting or denying the offence, and in the case where a previous reply was considered unsatisfactory, the member shall be given the reasons why this was considered to be so and requested to respond further.
  5. On receipt of the member's subsequent reply to (4), or lack of it, the Arbitration and Complaints Committee shall convene to consider the same and to determine whether it would be appropriate to request one or both parties to attend a further meeting, or whether sufficient information is available to make a decision, or whether further information is required in writing. The Committee shall be empowered to require the member, or any other member they consider may be of help in determining a proper course of action, to provide copies of records or other documentation they consider pertinent to their deliberations, or to appear before the Arbitration and Complaints Committee to give direct evidence when they may be accompanied by a colleague or professional representative.
  6. Having considered the complaint and any rebuttal, the Arbitration and Complaints Committee shall submit a full written report with recommendations to the Executive Committee of BAUK. Should a member have failed to respond after the second period of 14 days without an acceptable reason, then their membership of BAUK is automatically suspended pending the conclusion of the investigation and any final decision, with the practitioner's details removed from public view in the website register.
  7. On receipt of a recommendation from the Arbitration and Complaints Committee, the Executive Committee shall decide what action is appropriate and the member will be informed of

the details in writing as soon as possible. Such action may include: dismissal of the complaint, suggestions to members as to future conduct if appropriate, further training required of the member, suspension of member for a period of time, permanent exclusion of the member. All parties will be notified in writing of the outcome and action taken in all cases.

Where a member feels that disciplinary action taken against them is wrong or unjust they should appeal against the decision. Appeals should be heard without unreasonable delay and ideally at an agreed time and place. Members should let the Chair of the Association know the grounds for their appeal in writing within 7 days of receipt of the final notification above.

The appeal should be dealt with impartially and wherever possible, by a Sub-committee or individual that have not previously been involved in the case.

Members have a right to be accompanied at appeal hearings and should be informed in writing of the results of the appeal hearing as soon as possible.

The final outcome decision (with or without an appeal) may be notified to other organisations as appropriate, including the CNHC if the BAUK member is a current member of this organisation or is subsequently found to have joined the CNHC. If the evidence of the investigation points to any wrong doing, we will report the member to the appropriate external authority (e.g. police, social services).