

## ***Omnes Healing* Complaints Procedure**

[Based on the UK Healers' minimum standards document of January 2013 - [http://www.ukhealers.info/index\\_htm\\_files/UKH%20Quality%20Criteria%20-%20Complaints%20Procedure.pdf](http://www.ukhealers.info/index_htm_files/UKH%20Quality%20Criteria%20-%20Complaints%20Procedure.pdf)]

### **Initiation of a Complaint by a member of the public**

If a member of the public wishes to make a complaint against one of its healers, in the first instance, effort should be made to settle the matter informally. If informal resolution is not possible, formal proceedings will be started.

*Omnes Healing* will provide information to the complainant that explains how to do this and what the complaints procedure involves.

A copy of the relevant Code of Conduct will be supplied.

Complaints must be made in writing. Oral complaints will not be processed.

A sample complaints form is shown at Appendix 1.

### **Complaint Process**

The process for dealing with complaints has four elements:

#### **1. Preliminary investigation**

If it appears that a criminal offence may have been committed, the matter will be reported to the police and further action will be in accordance with their advice.

#### **2. Formal consideration which may, but does not have to, include a formal hearing**

A complaint will be allocated an identifying number. Strict confidentiality will be preserved.

A copy of the complaint will be sent to the healer or healers concerned. (The required completed complaint form asks for authority that this may be done.)

The section of the Code of Conduct or the Articles of Association which is alleged to have been breached will be identified.

A written reply of explanation by the healer or healers concerned needs to be sent to the Board of Directors within seven days. If no reply is received, the Disciplinary Procedure will continue.

A formal hearing will include not more than three *Omnes Healing* interviewers and at least one will be the same sex as the healer(s) concerned. The healer(s) may be accompanied for moral support by a friend, who may not take part in the interview.

*Omnes Healing* will advise UK Healers of any written formal complaint and UK Healers will keep a record of complaints received.

*Omnes Healing* will also advise the insurer in the event that a claim may be possible.

#### **3. A decision on the evidence**

This will constitute one of the following:

- (a) Rejection of the complaint and no further action
- (b) An official warning which will be recorded on the member's file
- (c) Expulsion from membership of *Omnes Healing* and loss of the healer's Registered status.
- (d) Other action as deemed appropriate

The decision will be confirmed in writing to the healer(s) concerned.

UK Healers will want to be satisfied that all complaints are properly dealt with and concluded.

#### **4. Provision for appeals.**

See Disciplinary Procedure Document.



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