

Omnes Healing Disciplinary Procedure

[Based on the UK Healers' minimum standards document of January 2013 - http://www.ukhealers.info/index_htm_files/UKH%20Quality%20Criteria%20-%20Disciplinary%20Procedure.pdf]

This outline should be read in conjunction with Omnes Healing's Complaints Procedure and applies in all situations when the complaint is made.

Action by the Member Organisation

When Omnes Healing receives a request to investigate a complaint, the Board of Directors will arrange for an individual or a committee (these may be permanently appointed or ad hoc) to investigate the complaint and report to the Directors.

The complaint must be dealt with in the way described in the complaints procedure.

When the Board of Directors is satisfied with the conclusion and any actions proposed, they will report the outcome to UK Healers.

The Board of Directors will advise the healer concerned and the complainant of the conclusions reached. These letters will be sent by recorded delivery.

Any proposed disciplinary action will be implemented by Omnes Healing.

In the event that the conclusion involves withdrawal of Registered Healer status from a healer, the Board of Directors will inform UK Healers, who will advise all other Member Organisations of the decision.

Appeals

1. If either the healer or the complainant wishes to appeal against the conclusion, they must do so, in writing, directly to the Board of Directors within 10 days of the date of post of the decision letter, giving their reasons.
2. The Board of Directors will form an Appeal Panel consisting of members who were not involved in the original investigation and may include healer members from other organisations.
3. The appeal will be considered by the Appeal Panel, which will be provided with all papers relevant to the complaint in advance to be sure that the original investigation was properly carried out.
4. If a hearing is thought necessary, the Appeal Panel will make arrangements with the Healer and the Complainant.
5. The Appeal Panel will either:
 - a. confirm the original decision, or
 - b. make an alternate decision
6. The Appeal Panel's conclusion will be final