

Association of Reflexologists Complaint Form

The Association of Reflexologists is committed to the highest possible standards of professional conduct. All members, by joining the AoR, undertake to abide by the Code of Professional Practice and Ethics.

How to make a complaint

Complaints must be made in writing (using the form below) to the Chief Executive. They must be signed by the Complainant and contain the Complainant's contact details. The Complainant should provide a summary of the complaint and any relevant background information and supporting evidence. The complaint must relate to a matter which has taken place within the past twelve months.

Only written complaints addressed to the Chief Executive will be considered. Anonymous complaints will not normally be investigated. Please note that when investigating a complaint we will inform the member involved, which may result in your name (not contact details) being passed on. However, if requested we will endeavour to preserve confidentiality unless legally required to disclose the information. Please refer to our website www.aor.org.uk for our GDPR Privacy Notice.

What can we not do?

The Association of Reflexologists are unable to:

- Consider complaints made about non AoR members
- Arrange refunds or compensation
- Give legal advice or get involved in legal disputes

How long will it take for my complaint to be investigated?

The Association of Reflexologists will keep the complainant informed by:

- Confirming receipt of the complaint
- Providing regular updates during the investigation
- Endeavour to have a resolution or end to the investigation within 48 days.

Appeals

Appeals can be made within 25 working days of the letter informing the member and complainant that the complaints process has been completed. The appeal must be made in writing to:
The Board of the Association of Reflexologists,
Victoria House, Victoria Street,
Taunton, TA1 3FA.

The decision of the Board of the Association of Reflexologists is final.

For full details on how we handle your complaint, please read our Complaints Policy and Procedure available on request from the AoR office.

Association of Reflexologists Complaint Form

Your name			
Your address			
Your telephone			
Your email			
Are you a	A Client <input type="checkbox"/>	A reflexologist <input type="checkbox"/>	A member of the public <input type="checkbox"/>
Name of the person you are making the complaint about			
Is this person an AoR member?	YES / NO <i>(Please note we can only investigate members of AoR)</i>		

Briefly describe the nature of the complaint
When did the situation concerning the complaint arise?
Briefly describe how the situation concerning the complaint arose.
What steps have you taken to resolve the complaint so far?

What were the results of the steps named above?
What do you feel the Association could do to help in this situation?
Do you have or have ever had a working or personal relationship with the person you are making this complaint about? If yes, please detail.
Please give the contact details of anyone who is prepared to corroborate this complaint
Name:
Address:
Telephone no: Email:
Please note that we require factual evidence to support any complaint. Please list any documents you are enclosing containing that evidence:

By returning this form, you are giving us permission to share some or all of the information you provide with the individual(s) or organisation(s) mentioned in your evidence above.

Signed: **Dated:**

Please send completed complaints form to:
The Chief Executive, Association of Reflexologists,
Victoria House, Victoria Street, Taunton, Somerset, TA1 3FA

or

email to complaints@aor.org.uk