



REIKI AUSTRALIA
In Touch

Complaints Procedure

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Complaints Procedure

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Australia gratefully acknowledges these sources
in the development of this procedure:

Reiki Association Practitioners & Masters (Australia) Inc (RAPMA)
Rules and the Australian Counselling Association (ACA)
complaints procedures



REIKI AUSTRALIA

Complaints Procedure

Procedure to be followed in case of complaint about the professional conduct or ethics of members.

1. **Who may complain about what?**

- a. All Reiki Australia members are bound by Reiki Australia's Code of Ethics. Reiki Treatment Practitioner members and Accredited Reiki Treatment Practitioner members are also bound by a Code of Professional Conduct for Reiki Practice. Copies of both codes can be viewed on Reiki Australia's web site at www.reikiaustralia.com.au
- b. If a consumer believes that a member of Reiki Australia has breached an aspect of either code, a complaint may be made against the member (the respondent).
- c. Reiki Australia cannot deal with complaints against individuals who are not members of Reiki Australia.

2. **How can a complaint be lodged?**

- a. A complaint can be made to Reiki Australia either by a member of the public seeking or using a service provided by a member of Reiki Australia, or by a member of Reiki Australia about another member (the individual lodging the complaint is the Complainant). A complaint must be lodged in writing and signed by the Complainant.

- b. The complaint must be addressed to the Chair of Reiki Australia and delivered by post to the Office of Reiki Australia at PO Box 4658 Sunshine Coast MC, Qld, 4560.
- c. Where a member of Reiki Australia makes a complaint about another member, or a member makes a complaint about the organisation, the complaint will be handled in accordance with Reiki Australia's Grievance Policy and Procedures. A copy of this policy may be obtained by a member of Reiki Australia at no cost by contacting the Reiki Australia office by phone on 07 5476 3331 or 1300 664 780, or by email to contact@reikiaustralia.com.au
- d. Upon receipt, a complaint becomes the property of Reiki Australia's Board of Directors and strict confidentiality will be maintained.
- e. The following will not be received by Reiki Australia:
 - Verbal complaints
 - Anonymous complaints
 - Written complaints not in the English language

3. What information does a complaint need to include?

- a. You should supply as much information as you can to substantiate the complaint. Reiki Australia's Disciplinary Committee will rely solely on the information you provide.
- b. It would be useful for the Disciplinary Committee if you can specify the section of the Code of Ethics or Code of Professional Conduct that you believe the member has breached.
- c. Ensure that you supply your own contact details, including postal address, telephone numbers and if applicable, email address.
- d. If more than twelve months have passed since the occurrence of the alleged incident, you must state why such time has lapsed before making the complaint.

4. What will happen to the complaint?

- a. Acknowledgement of receipt of the complaint will be provided to you within 14 days.
- b. With this acknowledgement will be a form for you to sign agreeing to the following:
 - That all information presented by you will be passed on to the respondent. (Your contact details will not be passed on. However, the complaint cannot be processed unless the respondent also sees the complaint and has the opportunity to tell their side of the story);
 - That you authorise the respondent to release to the Disciplinary Committee confidential information relevant to the complaint;
 - That you are not, at this stage, intending legal action against the member and if you decide to take independent legal action you will notify Reiki Australia of your intention to pursue the matter legally.
- c. A copy of the complaint will be forwarded to the Disciplinary Committee, which is appointed by Reiki Australia's Ethics Committee on an ad hoc basis. It consists of the members of the Ethics Committee and may include appointed Reiki Australia members so that the total is not less than three and not more than five members. A member who is party to the complaint will not be appointed to the Disciplinary Committee.
- d. A complaint will not be processed if it is considered by the Disciplinary Committee to be vexatious, trivial, misconceived, lacking in substance or not in good faith.
- e. The Disciplinary Committee will not process the complaint if the matter that is the subject of the complaint has been lodged with the police, or if legal proceedings have been issued or are pending.

5. How will the complaint be handled?

- a. The Board will advise the member about the complaint unless there are valid grounds to delay notification.
- b. The member will be invited by the Board to respond, in writing, to the complaint within twenty-one days.
- c. When the Disciplinary Committee has received the response the committee will meet to consider the information from both parties. If a response from the member is not received within twenty-one days from the date the notice is posted by registered mail, then the complaint will be upheld and sanctions imposed.
- d. The Disciplinary Committee will process the complaint and submit its report to the Board within a reasonable time, stating in writing whether or not the complaint has been upheld.
- e. If the complaint has been upheld the Disciplinary Committee will make a recommendation to the Board regarding discipline of the member.

6. What sanctions might be imposed?

- a. Any of the following sanctions, or others considered appropriate by the Disciplinary Committee, may be imposed. The compliance/non-compliance of these sanctions will be supervised by the Chair of the Disciplinary Committee or its appointed delegate.
A probationary period of 1 to 3 years with:
 - a. A requirement to demonstrate specified change/improvement by a specific date
 - b. Provision for a reporting supervisor, acceptable to Reiki Australia, but chosen by the member, to monitor the member's Reiki related activities involving the public**Exclusion from the membership body with:**
 - f. Termination of any professional status or membership
 - g. A directive to cease any supervision or other Reiki

related activities involving the public for a specified period or indefinitely

Such other sanctions as may from time to time be considered appropriate to the particular circumstances of a case

- b. The Board will advise the member of its finding and, if the complaint has been upheld, advise the member of their right of appeal.
- c. The process undertaken by the Disciplinary Committee on receipt of a complaint is totally confidential. Whether or not a complaint is upheld, Reiki Australia accepts no liability for any loss, actual or perceived, including monetary loss or personal discomfiture, in relation to the process and/or sanctions imposed.
- d. Reiki Australia is not responsible for travel or any other expenses incurred either by the Complainant or the Respondent in connection with any stage of the complaint.
- e. Meetings of the Disciplinary Committee are not open to the public.

7. What right of appeal does a member have?

- a. Appeals must be lodged in writing with the Chair of Reiki Australia at PO Box4658, Sunshine Coast MC, Qld, 4560. All appeals must be accompanied by any supporting documentation.
- b. The Chair of Reiki Australia, or their delegate, who may take advice from the association's solicitor, will consider the appeal. In deciding whether an appeal will proceed or not the Chair of Reiki Australia, or their delegate, is empowered to investigate and interview witnesses in relation to any possible breach of the following criteria:
 - There has been a material breach of procedure laid down in the Policies, Code of Ethics, Code of Conduct for Professional Reiki Treatment Practitioners, Code

of Conduct for Professional Reiki Practice, or Reiki Australia's Protocols and Procedures.

- There has been intimidation of any party involved in the Complaints Procedure.
 - There is a bias by any person involved in the Complaints Procedure in a 'judiciary' capacity.
 - There has been failure to disclose a relationship between the investigator and/or a person involved in the Complaints Procedure.
- c. The decision of the Chair of Reiki Australia, or their delegate, will be final as to whether any of the above criteria are met. If the criteria are satisfied the remainder of the procedure will take effect, as set out in this section.

The Chair of Reiki Australia, or their delegate, will appoint up to three people not previously involved in the case (the Appeal Panel), to decide the appeal. One member must be a member of the Board of Reiki Australia previously uninvolved in the complaint and one member must be from outside the Reiki profession.

- f. The Appeal Panel will review the evidence on which the decision of the Disciplinary Committee was made, the decision and the sanctions imposed. The Appeal Panel can, at its discretion, interview the respondent and the complainant. Both parties must be given the opportunity to provide additional information and both must be interviewed via the same means.
- g. The Appeal Panel will report its decision to the Chair of Reiki Australia, or their delegate, who will implement the decision, which will be final.
- h. The decision of the Appeal Panel will be notified to both parties and also to the Disciplinary Committee in writing within seven working days. No reasons are required to be provided for the decision.



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