

Association for Solution Focused Hypnotherapy (AfSFH)

Standards Enquiry Procedure

Doc title:	AfSFH Standards Enquiry Procedure	Doc type:	AFSFH-Policy
Version:	V2.0-23-09-2018	Author:	Head of Professional Standards, AFSFH

Afsfh Standards Enquiry Procedure

1. Purpose

The purpose of this document is to outline the standard procedure in response to a complaint received regarding the standards and conduct of any member of the Association for Solution Focused Hypnotherapy (Afsfh). The Association values the professionalism of its members and takes seriously any complaint made by a fellow professional, client, service user or member of the public.

Please note: Any contact or information sent to the Afsfh will be dealt with and processed in accordance with our Privacy Notice, available on our website at www.afsfh.com. Depending on the nature of a complaint, it may be necessary for the Afsfh to contact and liaise with other organisations/third parties. However, this will not be undertaken without consent and/or prior notice to those involved.

2. Enquiry Process

In the unlikely event that a complaint is made against an Afsfh member, the following process will be put into action:

The Head of Professional Standards will in a timely manner:

- i. Clarify the nature of the complaint including identifying the reliability of the source and any other relevant information.
- ii. Assess the complaint against the standards laid out in the Code of Conduct and Ethics (although the list is not exhaustive). If the complaint is outside of the remit of the Code of Conduct and Ethics this will be communicated.
- iii. Contact the member to provide an opportunity to explain and/or clarify.

3. Enquiry Outcome

Following feedback, the Head of Professional Standards will investigate and liaise with both parties to seek a resolution to the complaint. We would expect most cases to be resolved in this way.

In the event of a more serious complaint, the following processes will be triggered:

3.1 Case of minor breach

After investigation, if it has been deemed that a complaint constitutes an inadvertent or minor breach, the Head of Professional Standards will engage with the member to offer support and strategies to address and rectify the situation as appropriate.

Doc title:	Afsfh Standards Enquiry Procedure	Doc type:	Afsfh-Policy
Version:	V2.0-23-09-2018	Author:	Head of Professional Standards, Afsfh

3.1 Case of substantial breach

After investigation, if it has been deemed that a complaint constitutes a serious breach, a 'panel' will be formed of nominated AfsFH Committee members to conduct a formal review, resulting in one of the following actions:

- i. A clear instruction of how the member(s) should address the breach and improve their future conduct in order to retain membership.
- ii. A requirement for further training and/or evidence of learning to be undertaken in order to retain membership.
- iii. A suspension of membership, until further action can be taken.
- iv. Revocation of membership.

4. Appeal

In the event of any of these sanctions being imposed, the member(s) involved may request a full appeal with the 'panel' and committee of AfsFH. The committee's decision following the appeal shall be final.

---End of Document---

Doc title:	AfsFH Standards Enquiry Procedure	Doc type:	AfsFH-Policy
Version:	V2.0-23-09-2018	Author:	Head of Professional Standards, AfsFH