



Australian Association of Clinical Hypnotherapy & Psychotherapy Inc

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Complaints Procedure - Information for Complainants

All AACHP members are expected to abide by the AACHP Code of Conduct which sets out what you can expect from your AACHP practitioner.

If you are concerned about the health service that was provided to you or your next of kin, talk to the practitioner immediately. In most cases the practitioner will try to resolve the issue. If you are not satisfied with the practitioner's response and you wish to make a formal complaint about the conduct of the clinical hypnotherapist who is a member of the AACHP, please use these guidelines to assist you.

The Purpose of the AACHP Complaints Procedure

The AACHP Complaints Procedure exists to provide a confidential process whereby a formal complaint received by the AACHP about alleged ethical misconduct by a member of the AACHP may be investigated and appropriate disciplinary action be taken by the AACHP in accordance with Division 2 of the Australian Association of Clinical Hypnotherapy & Psychotherapy Inc. Rules of Association 2015.

Ethical misconduct is deemed to have occurred when a member of the AACHP acts outside the guidelines provided by the AACHP Code of Conduct.

The AACHP Complaints Procedure is not a legal procedure and neither the person who has made the complaint nor the practitioner about whom the complaint has been made is able to have lawyers act on their behalf in this process.

A complaint about an AACHP practitioner must normally be received by the AACHP Committee within one year of the alleged misconduct having occurred.

The AACHP Code of Conduct is provided at the end of this document for your reference.

Confidentiality

The AACHP is not able to investigate complaints that are made anonymously so the AACHP member about whom a complaint has been made will be informed, however, only the parties relevant to a complaint (the AACHP Committee, the person who made the complaint and the practitioner about whom the complaint was made) will have access to any materials pertaining to the complaint. In accordance with National Privacy Principles, all complaint materials (paper and electronic) are securely stored and all AACHP Committee Members are bound by strict standards regarding confidentiality.

How to Make a Complaint

If the behaviour of an AACHP practitioner appears to be a serious breach of the AACHP Code of Conduct, you should consider making a formal complaint.

Your complaint must be made in writing and take the form of a Statutory Declaration and should state:

- (a) your name and contact details
- (b) **who** the complaint is about
- (c) **what** the nature of the complaint is including a clear reference to the relevant section of the AACHP Code of Conduct
- (d) **when** and **where** the misconduct occurred

and should be sent to:

The Secretary,
Australian Association of Clinical Hypnotherapy & Psychotherapy Inc.,
63 Monbulk Road
Belgrave
Victoria 3160

What Happens Next?

When a formal written complaint has been received by the AACHP, a copy will be sent to the practitioner about whom the complaint has been made and the complainant will receive a response from the AACHP acknowledging receipt of the complaint.

Following an informal interview with the practitioner concerned, the AACHP Committee will decide if there is a complaint to be answered and if so, the practitioner will be required to attend a formal disciplinary hearing during which all available evidence will be reviewed.

If the complaint is upheld and shows that the member has contravened any part of the AACHP Code of Conduct, appropriate disciplinary action will be taken in accordance with Division 2 of the Australian Association of Clinical Hypnotherapy & Psychotherapy Inc. Rules of Association 2015.

The complainant will be informed by the AACHP Committee of the outcome of the Complaints Procedure.

The AACHP Committee endeavours to respond to complaints as quickly as possible, however, complainants are asked to take into consideration that the hearing and appeals components of a Complaints Procedure can sometimes take several months to be completed.