

BANT Complaints Form and Procedure

Version 1.2



Authors:

BANT Professional Practice Committee (PPC)

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Section 1

Complaints Procedure for Complainants

1.1 Introduction

The British Association for Applied Nutrition and Nutritional Therapy (BANT) Complaints Procedure applies to full practising BANT Nutritional Therapists who are professionally bound to comply with the Complementary and Natural Healthcare Council (CNHC) Code of Conduct, Performance and Ethics.

BANT is responsible for maintaining professional standards, as well as ensuring that a BANT practitioner is treated fairly if a complaint is made against them. If an individual wishes to make a complaint about their experience with, or the behaviour of, a BANT practitioner, they are able to contact the BANT Professional Practice Committee (PPC) who will investigate the matter.

1.2 BANT standards

When considering complaints, BANT takes into account the standards of conduct, performance and professional practice as set out in the CNHC Code of Conduct, Performance and Ethics.

The CNHC Code of Conduct, Performance and Ethics is available at the following link:
www.cnhc.org.uk/index.cfm?page_id=91

1.3 Raising a complaint against a full practising BANT practitioner

In order to conduct a fair and clear process of investigation BANT can only consider a complaint if you provide your full name and make a formal complaint in writing.

To raise a complaint, you use the complaint form located at page 7 and 8 of this document. Once completed and signed please send your form along with any relevant supporting documentation to:

The Professional Practice Committee (PPC)
BANT
27 Old Gloucester Street
London
WC1N 3XX

A copy of the complaint can be submitted electronically provided the form is scanned and signed. In this case the forms should then be sent to BANT administrator at theadministrator@bant.org.uk.

1.4 Details required by BANT PPC

- Your full name and contact information.
- The full name and place of work of the BANT practitioner about whom you are complaining.
- As much information about the incident as you can provide, such as names, dates and places and full details of the incident.
- Your handwritten signature on the BANT Complaint Form.
- If you have any problems using the complaint form, please contact the BANT administrator at theadministrator@bant.org.uk or the PPC at bantpractice@bant.org.uk.

1.5 What types of complaints does BANT consider?

The PPC will consider any complaint that is raised using the BANT Complaints Form to determine whether a BANT practitioner has breached the CNHC Code of Conduct, Performance and Ethics.

1.6 What types of complaints does BANT not consider?

The PPC will not consider:

- Complaints regarding practitioners who are not BANT practitioners
- Complaints regarding companies or organisations (we only deal with cases about individual BANT practitioners)

Please note:

BANT cannot provide legal advice

Section 2

Appendix

3.1 Role of the Professional Practice Committee (PPC)

The Professional Practice Committee (PPC) sets standards (as set out in the CNHC Code of Conduct, Performance and Ethics and the BANT Professional Practice Handbook) for professional practice and monitors their implementation by practitioners.

The PPC is charged by BANT Council with maintaining a clear focus on all aspects of professional practice, including essential linkages with BANT's other core objectives related to training, education and research.

The PPC has three main roles:

- 1) To investigate complaints against a BANT member by another BANT member
- 2) To investigate complaints from members of the public against members who are registered with CNHC
- 3) To investigate all complaints from members of the public against BANT members who are not registered with CNHC
- 4) To advise members, if they are uncertain, on how to apply the CNHC Code of Conduct, Performance and Ethics and the BANT Professional Practice Handbook

Section 3

Complaints Form

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BANT COMPLAINTS FORM

To enable the BANT Professional Practice Committee to consider your complaint, please provide the following information:

Details of the individual making the complaint				
Category:	Client	BANT Practitioner	Other	
Your Full Name:				
Title:	Miss	Ms	Mrs	Mr
Contact Address (& Company name where relevant):				
Contact Telephone Number:				
Contact E-mail address:				

BANT Practitioner against whom complaint is being made			
Full Name:			
Contact Address of BANT Practitioner or Clinic (& Company name where relevant):			
Contact Telephone Number:			
Contact E-mail address:			
Location of your most recent meeting with the BANT Practitioner:			
At your home		At the practitioner's business address	
Have you discussed your complaint with the BANT Practitioner concerned? YES NO			
If 'YES' on what date:			
If 'YES' using what means: Face to Face Telephone Letter/Email			
If 'NO' please state why:			

Have you complained to any other organisation about this matter? YES NO

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If Yes, please state which organisation(s) you have approached and the date when you approached it/them:

Please describe the nature of your complaint with relevant date(s):

Please enclose copies of any correspondence or documents, which you would like to be considered in support of your complaint.
Documents enclosed: YES NO

<u>To enable the Professional Practice Committee (PPC) to consider your complaint in full:</u>	
1. It will be necessary for the PPC to send a copy of your complaint to the person about whom you are complaining.	
2. If the complaint is against a BANT Practitioner, it may be necessary for the PPC to request a copy of the relevant consultation notes from that therapist.	
Your signature:	Dated:

Please return the completed form to:

The Professional Practice Committee (PPC)
British Association for Applied Nutrition and Nutritional Therapy
27 Old Gloucester Street
London WC1N 3XX

A copy of the complaint can be submitted electronically provided the form is scanned and signed. In this case the forms should then be sent to BANT Administrator at theadministrator@bant.org.uk.