

BANT Complaints Procedure

Version 1.0



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) Complaint 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 can download the BANT Complaint Form from the BANT website at the following link: www.bant.org.uk/bant/pdf/PPC/BANT_COMPLAINTS_FORM.pdf.

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

2.1 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 BANT members whether or not they are registered with CNHC
- 3) To advise members, if they are uncertain, on how to apply the CNHC Code of Conduct, Performance and Ethics

You can see this remit plus the information on the Professional Practice Committee members at the following link: www.bant.org.uk/bant/jsp/profPracticeCommittee.faces