

THE SourceSTAR ASSOCIATION

Complaints Procedure & Disciplinary Action Policy

1. Complaints shall be investigated only if they relate to breaches of the SourceSTAR Association's Constitution, Procedures, code of Ethics and/or Practice by practitioners of the Association that involved the Source Star Energy system, or the Association itself. The Association has no remit to investigate practitioners if complaints are made against them while they were practicing other therapies and where no breach of the rules of the Association occurs.
2. Complaints will be addressed to The Secretary, The SourceSTAR Association, and can be sent by electronic mail via the website of the Association or through postal services the Association's postal address.
3. Without undue delay and within a maximum of two weeks from receipt of the complaint, the secretary of the Association shall contact the originator of the complaint by email, post, or telephone, to ascertain whether the complaint refers to a breach of the code of ethics of a member of the Association.
4. If the complaint refers to a breach of the code of ethics of the Association, the Management Committee shall interview the registered practitioner to whom the allegation refers.
5. If the complaint refers to the actions of the Management Committee or the Association, the complaint shall be brought to the whole of the Management Committee and voted upon.

Action Taken

6. The Management Committee shall commence investigations into complaints from members of the public against members of the Association within one month of the day of a complaint being received to ascertain whether a breach of the code of ethics has occurred.
7. If the complaint does not involve the conduct of a member but the result of a treatment, the Association shall normally take no action.
8. Should the Management Committee find that no breach of conduct or ethics has taken place, the Management Committee shall inform in writing both the member of the Association and the complainant of the outcome of the investigation. In this circumstance no action shall be taken against the member.
9. Should a member's actions be found to have breached Association Rules, code of Practice or Ethics, but not constitute gross misconduct, the member will receive a letter of caution from the management committee and he or she will be

requested to agree with the Management Committee a reasonable way to rectify the situation towards the complainant and put in place measures so that such a breach is avoided in the future. The Management Committee shall be satisfied that such measures have been implemented, otherwise a second letter of caution shall be sent and membership of Association temporarily withdrawn until such times as the Management Committee is fully satisfied that the member has put in place measures to fully comply with the code of ethics of the Association.

10. After a member has been cautioned twice under article 9 above but failed to adjust their practice to comply with the code of ethics of the Association, the Management Committee will temporarily suspend membership and refer the member to an annual or special general meeting with a recommendation for the member's expulsion.
11. If the suspended member does not wish to wait until the annual meeting takes place, or wishes to appeal their temporary suspension, the Management Committee will constitute an Appeals Committee to determine the matter in line with the Association's constitution. The Appeal's Committee decision shall be final and the member will not be able to review the appeal's decision in the annual general meeting.
12. If a member has committed gross misconduct, or has been found in breach of the Code of Ethics on three separate instances even if they have put in place measures to alleviate the situation, the Management Committee will have the power to permanently suspend the member. However, the member may appeal the decision in line with the Association's Procedures.
13. Should a member be suspended, his or her name will be removed from the member's register and any electronic list of members of the Association.
14. If a member teacher is suspended, his or her students' status as members of the Association will remain unaffected.