



Complaints Procedure

Policy Statement

The Complementary Medicine Association (CMA) takes complaints against its members very seriously and WILL act upon them. Complaints from patients, fellow members or any member of the public. They will all be treated equally and follow the same procedure.

Procedure

- Complaints MUST be in writing in the form of a Statutory Declaration
- They must be forwarded to the CMA Federal Executive via the [Federal Administration Office](#)
- The Federal Executive will contact the member concerned and provide them with a copy of the complaint affording the member an opportunity to respond
- The Federal Executive also reserves the right to undertake its own investigations
- The complaint together with all relevant associated material will then be presented at a formal meeting of the Federal Executive where the appropriate action will be decided by a majority vote
- Members will be afforded the opportunity, should they formally request it, to make a personal representation to the Federal Executive at that meeting
- The decision of the Federal Executive will be regarded as final and not subject to appeal unless formally granted by the Federal Executive due to new evidence or any improper handling of the complaint in the eyes of the member

Courses of action open to the Federal Executive

- In the case where the Federal Executive finds in favor of the member no action will be taken and the complainant advised of the outcome accordingly. Reasons may or may not be given to either party
- In the case where the Federal Executive finds against the member they have the power to:
 - Caution the member and obtain undertaking that such incidences will not happen again
 - Reduce the members status and membership privileges [membership grade] for a prescribed period, or until the Federal Executive is prepared to reinstate the member to their previous status
 - Expel the member indefinitely or for a specified time

The complainant will also be advised of this outcome with or without any further explanation.