



NHAA Complaint Form

For enquiries regarding completing this form please contact: 02 9797 2244 or nhaa@nhaa.org.au

Details of the person making the complaint

Mr Mrs Ms Full Name: _____

Address: _____

Town/Suburb: _____ State/Territory: _____ Postcode: _____

Telephone: _____ Mobile: _____

Email: _____

Are you an NHAA member? Yes No

If yes, what is your NHAA member number: _____

Do you wish to have your address, telephone and email details concealed from the member or other you are complaining about? Yes No

Are you making a complaint on behalf of someone else? Yes No

If yes, what is your relationship to this person? _____

Have you been authorised to act on behalf of this person? Yes No

If not, please explain your interest in this complaint: _____

Details of the NHAA member being complained about:

Member name: _____

Address: _____ Postcode: _____

Telephone: _____ Mobile: _____

Have you attempted to resolve this complaint with the member? Yes No

Have you lodged this complaint elsewhere? Yes No

If yes, please give details and date of lodgment: _____

Has the complaint been settled yet? Yes No

(Note: a complaint lodged with police, a statutory authority or other complaints body or association may not be able to be considered until the matter has been finalised with that body.)

What result/s do you hope to achieve by lodging this complaint? _____

Details of the Complaint

(Please note that a complaint will not be accepted if it is considered vexatious, misconceived, or lacking in substance.)

Please give as much detail as you can about the issue that led to you making this complaint, including dates and what occurred. Attach additional sheets if necessary and provide copies of relevant documents. If there are any provisions of the NHAA Code of Conduct that you consider may be relevant to your complaint please provide details.

I give the Naturopaths and Herbalists Association of Australia authority to send a copy of this complaint to the member I am complaining about for their response Yes

Please email the completed form to: nhaa@nhaa.org.au

Complaint Handling Process

The member about whose conduct you are complaining will be provided with a copy of your complaint and given an opportunity to respond.

Once a response is received from the member, the Legal and Ethics Committee will consider the complaint at its next scheduled meeting, and as soon as reasonably practicable both the complainant and the member will be advised in writing of the Committee’s decision.

The decision of the Legal and Ethics Committee is final.