



# NHAA Complaints Policy

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## Background

The Naturopaths and Herbalists Association of Australia (NHAA) is committed to promoting and protecting the practice of Naturopathy and Western Herbal Medicine in Australia. To achieve this, the highest ethical and professional standards are required by members.

## Policy Objectives

The objectives of this policy are:

- To provide guidance to those wishing to make a complaint
- To explain the complaints process.

## What a Complaint can be about

NHAA members are bound by the Association's Code of Conduct.

If a consumer believes that a member has breached any aspect of the Code, they may make a complaint against the member.

The Code of Conduct can be downloaded from the NHAA's website.

A complaint may only be made about a current member. To ascertain if the person about whose conduct you wish to complain is a current member, please contact: 02 9797 2244 or [nhaa@nhaa.org.au](mailto:nhaa@nhaa.org.au).

## Considerations before making a Complaint

A complaint about a member may arise from misunderstandings and lack of communication. Before involving NHAA, you may wish to consider raising your complaint directly with the member, verbally and in writing.

## Making a complaint

A complaint must be made in the required form, which can be downloaded from the NHAA's website (or upon request to [nhaa@nhaa.org.au](mailto:nhaa@nhaa.org.au)).

The complaints process cannot commence until the complaint is received in writing.

The Complaint Form:

- must be signed by the complainant
- must contain the particulars of the allegations in as much detail as possible
- must contain all documentation relevant to the complaint
- may be sent to the NHAA by email to: [nhaa@nhaa.org.au](mailto:nhaa@nhaa.org.au)

## **Complaints that cannot be considered**

- If a complaint based on the same particulars has been lodged with the police, a health complaints commission, or other body, or if legal proceedings have commenced, the complaint cannot be considered until finalised in that forum.
- NHAA cannot investigate any alleged breaches of the law (criminal or civil) or consider claims for compensation for any losses incurred as the result of a member's alleged conduct.
- A complaint will not be investigated if it:
  - is made anonymously or withholds the name of the member against whom the complaint is made
  - contains insufficient particulars and/or documentation
  - does not involve conduct which is a breach of the Code of Conduct
  - is vexatious, misconceived, or lacking in substance
  - is, may, or could be, an abuse of process
  - is of insufficient nature to warrant consideration
  - relates to historical issues that would no longer be practical to consider.

## **Complaints Process**

A complaint will be acknowledged by the NHAA office following receipt of all required details.

If the complaint is to be considered, it will be provided to the relevant member, who will be given an opportunity to respond to the allegations made against them.

Once a response is received from the member, the Legal and Ethics Committee (the Committee) will consider the complaint at its next scheduled meeting, or earlier if appropriate.

The Committee will rely solely on the information supplied by the complainant and the respondent member; and as soon as reasonably practicable both the complainant and the respondent will be advised in writing of the Committee's decision.

The decision of the Committee is final.

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