



UK REIKI FEDERATION

DISCIPLINARY PROCEDURES AND PROTOCOLS

Stage 1

Format of Complaints

- a. A complaint must be in writing to be dealt with and must be identifiable.
- b. The Co-ordinator will review the complaint and decide on any appropriate action to be taken.

Stage 2

Acknowledgements

- a. An acknowledgement of the complaint to be sent within 7 days.
- b. Any request for further information from either party to be received back within 3 weeks/21 days.

Stage 3

Investigation

- a. The Complaints & Disciplinary Committee, representing and consisting of at least 2 members of the Management Committee, will review the complaint and decide:
 - i. Where the complaint is not considered to be of a sufficiently serious nature, to send the member an explanation or a warning letter, or
 - ii. Where the complaint warrants further investigation to make further enquiries as appropriate
 - iii. After further investigation to refer the matter to the Disciplinary Panel if necessary
 - iv. Investigatory target of 4 weeks/28 days

Stage 4

Recommendations

- a. The Disciplinary Panel will comprise the Complaints & Disciplinary Committee, plus at least 1 Practitioner member of the UK Reiki Federation, appointed by the Complaints & Disciplinary Co-ordinator and one other MC member, who will review and make recommendations to the Management Committee.
- b. The Management Committee will discuss and make a decision on such recommendations within 3 weeks/21 days from receipt of recommendation at a Management Committee Meeting or by e-mail if meeting not due.
- c. Any decisions should be referred back to the Complaints & Disciplinary Co-ordinator for appropriate action within 2 weeks/14 days.

Appeals Procedure

The penalties specified shall be subject to appeal if written notice is given by the member or complainant to the Complaints & Disciplinary Coordinator within 4 weeks of receiving his/her notification of the decision.

The body hearing the appeal, normally three of the most senior and experienced officers of the organisation, at least two of whom have not been directly involved in producing the report of the Disciplinary Panel, with an independent Chairperson, shall have power at its sole discretion to uphold or quash any decision and/or substitute such other sanctions.

All timelines indicated are guides and not enforceable.