



Want to Make a Complaint About a TCUGB Member?

Teaching Tai Chi and other Internal Arts puts members in a position of trust in relation to their students, customers, and the public who rely on them to act in a professional manner. The Tai Chi Union for Great Britain C.I.C. (TCUGB) has a responsibility to maintain standards. The TCUGB's core values and code of conduct provide a shared view of the standards of ethical and professional behaviour that are expected of others teaching Tai Chi and related arts. All TCUGB members are expected to adhere to these principles. This leaflet describes how we handle complaints about members.

What type of complaint against a member can you investigate?

We can investigate your complaint if it is about a member of the TCUGB and if it concerns that member's conduct in relation to the standards in the TCUGB Professional Standards and Ethics. We don't charge for investigating them. Sometimes complaints are about issues that we don't have the powers to deal with and then you may wish to try other solutions.

What are the professional standards and ethics?

Our Standards and Ethics provide members with guidelines that enable them to conduct themselves in a professional, appropriate and respectable manner. All TCUGB members have a duty to accept and abide by these requirements as a condition of their membership. We would investigate to see whether their actions amounted to unacceptable conduct.

Aspects of complaints beyond TCUGB remit

There are some complaints that we are unable to deal with though we will always try to give you helpful advice. For example, we can't:

- Deal with complaints about matters that are covered by general law (for example, employment, criminal activity or copyright disputes)
- Give you legal advice about your complaint, or ask a solicitor to act for you
- Deal with complaints about organisations/schools to which the members belong, these need to be addressed to the organisation
- Deal with complaints that are currently being investigated as part of a disciplinary process
- Duplicate the provisions of business, employment, health and safety, human rights or discrimination law

Other solutions

If we are unable to investigate your complaint, you may want to consider whether there are alternative methods for resolving your dispute.

What do I need to consider before sending you a complaint?

Before sending us a complaint, you should try to sort out your concerns directly first. This is often the quickest and best way to deal with a complaint or problem.

How Do I Go About Making My Complaint to You?

Please send us details of your complaint in writing. See below for the information we need. If you find writing difficult, because of a disability for example, you can ask someone you trust to complete the information on your behalf.



The Tai Chi Union for Great Britain C.I.C.

Information we need

When writing to us about a new complaint, please provide:

- your name, address and contact details.
- the name of the individual you are complaining about.
- the organisation they work for (where applicable).
- your relationship with the individual (for example client, student or member of the general public).
- the specific allegations you are making against the individual.
- the documents or other evidence you have to support your complaint (for example, any contract or agreement, relevant correspondence, and so on).

What action can TCUGB take?

After full investigation, if we find that a member is guilty of unacceptable conduct or serious professional incompetence, we can impose a penalty. This will depend on how serious we decide the offence is.

What are the sanctions?

Possible sanctions are:

- a formal warning (a reprimand)
- an action plan to address issues identified
- removal of any honorary position
- removal from membership – this is the maximum sanction for a breach of the Standards and Ethics

What happens next?

When TCUGB receives a complaint, it is recorded on the complaints register. We then follow a three-stage process: Initial review, Investigation and Professional Conduct Committee. At each stage, we check whether it is appropriate to go on the next stage.

1. Initial review by TCUGB officer to decide if the Complaint can be dealt with by the TCUGB.
2. Investigation by TCUGB Officer to include:
 - 2.1. inform member of the complaint and seek their views
 - 2.2. establish facts of the situation

Recommend to the Professional Conduct Committee (PCC) that the complaint is:

- 2.3. dismissed
 - 2.4. mediated if possible
 - 2.5. formally referred to the PCC.
3. If a complaint is referred to the PCC, the committee will:
 - 3.1. write to the member advising that the investigation is now being carried out on a formal basis and setting out the nature of the allegation or breach with a request for his or her observations
 - 3.2. give the member a period of two weeks to provide their observations
 - 3.3. in certain circumstances, the member may be invited to attend the meeting at which she or he maybe accompanied or **with the agreement of the PCC**, represented by a person of his/her choice
 - 3.4. if required, invite the complainant (**the person making the complaint**) or other persons to discuss the matter.



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The possible outcomes from an investigation by the PCC are:

- 1 a breach of the code has been demonstrated
- 2 no breach of the code has occurred
- 3 the member's conduct does not breach the Standards; however, it falls short of the accepted professional standards

In the event of finding that there has been a breach of the Standards, TCUGB reserves the right to give publicity to the breach and to subsequent disciplinary action taken in the interests of TCUGB and the public.

How long does the whole process take?

It can take many months to investigate a complaint, especially if it is complicated or technical. We will let you know how long each stage is likely to take, and keep you updated of any changes to those timescales.

Is the process confidential?

When we deal with a complaint, we are committed to protecting the confidentiality and reputation of both sides. We make a complaint public only if it reaches a Professional Conduct Committee hearing. We ask that both you and the member have the same respect for confidentiality.

Appeals process

If you are unhappy with the outcome you can make an appeal.

An appeal can only be made on administrative grounds, such as, the PCC did not consider information provided or there was a misinterpretation of facts. The appeal must be lodged in writing within 14 days of receiving notification of the outcome. Appeals will be considered by the full Board.