



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

## Complaints Process

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### Want to Make a Complaint About a Union 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. (Union) has a responsibility to maintain standards.

The Union'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 Union 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 only investigate your complaint if it is about a member of the Union and it concerns that member's conduct in relation to the Union Standards and Ethics. We don't charge for investigating complaints. 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 Union members have a duty to accept and abide by these requirements as a condition of their membership.

The Union Standard and Ethics are published on the Union website and all members are required to abide by these rules.

#### Aspects of complaints beyond Union 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 **cannot**:

- 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.



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### 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 to [enquiries@taichiunion.com](mailto:enquiries@taichiunion.com). Alternatively, you can complete the complaints form on our website:

<https://www.taichiunion.com/contact/complaints/>

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.

### 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 the Union take?

After full investigation, if we find that a member is guilty of a breach of Union Standards and Ethics, we can take disciplinary action. This will depend on how serious we decide the offence is.

### What are the possible disciplinary actions?

- 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**



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### What happens next?

When the Union receives a complaint, it is initially dealt with by the Complaints Coordinator (CC) who will be supported by a Board nominated person or persons.

*NB: the person or persons nominated above may be a Board member or members*

These people will endeavour to establish the facts of the case which may include asking for additional information from the complainant (person making the complaint) and / or the member.

We will do our best to keep all parties informed while respecting the confidentiality of information provided.

Once reasonable endeavours have been made to establish the facts the Board nominated person or persons will summarise the complaint and present a recommendation to the Board that the complaint is:

- dismissed; this can happen for various reasons including but not limited to
  - Despite all reasonable efforts, it has not been possible to establish beyond reasonable doubt that the member has breached the Standards and Ethics
  - The claim is believed to be vexatious e.g., it is being pursued, regardless of its merits, solely to harass, annoy or subdue somebody; is unreasonable, without foundation, frivolous, repetitive, burdensome or unwarranted.
- mediated if there is believed to be a reasonable likelihood that the parties involved could reach some form of resolution to the issues raised in the complaint
- upheld, i.e. a breach of the Standards and Ethics has been established beyond reasonable doubt. In this event
  - There will be a recommendation as to the disciplinary action to be taken.
  - The Union reserves the right to give publicity to the breach and to subsequent disciplinary action taken in the interests of the other Union member and the public.

**The maximum disciplinary action for a breach of the code is to be removed from the membership.**

It will be for the Board to decide whether to follow the recommendations and any proposed actions.

**The decision of the Board is final and there is no appeal.**



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### The Board can terminate an investigation:

- if the complainant withdraws the complaint in writing or at a meeting
- if, after a period of two weeks, the complainant has not provided evidence or information that the CC or Board has requested; or
- if, in the opinion, of the Board
  - the alleged breach even if proved, would be so trivial as not to justify further action.
  - Sufficient effort has been spent establishing the fact and there is no reasonable prospect of bringing the complaint to a conclusion
  - The member has already taken remedial steps and any actions by the Board would be no more than the steps already taken by the member.

### 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.