

Crystal Therapy Council  
**Grievance Procedure**  
September 2016

The grievance procedure enables CTC to ensure that any problems, complaints or concerns raised by its members, their students or clients are dealt with in a fair, timely and consistent manner. Any discrimination on the grounds of race, sex, sexual orientation, religion, disability, age, gender reassignment, marital status or ethnic origin should be countered and dealt with in an appropriate manner.

**1. Informal**

If you have a grievance or complaint regarding your course, or treatment by CTC registrant, or if you are concerned about your health and safety you should first talk the matter over on an informal basis with that person. He/she will discuss your concerns with you and attempt to resolve the matter within a reasonable timescale.

**2. Formal**

If you feel that your grievance has not been resolved or cannot be settled informally, you should write to CTC about the issue. You may then be invited to attend a meeting to discuss the grievance; you must take all reasonable steps to attend this meeting. CTC will consider the matter carefully and communicate the outcome to you in writing within 28 working days.

**3. Appeal**

If you feel that your grievance has not been satisfactorily resolved, you have the right to raise an appeal. Your request for an appeal should be submitted to CTC in writing within seven working days of you receiving written confirmation of the outcome of the formal grievance meeting. A further meeting will be arranged so that you can discuss your grievance appeal with CTC. The outcome will be communicated to you in writing within fourteen working days. Decisions made at this point are final and the grievance procedure is concluded.

You have the right to be accompanied, if you wish, by a colleague at any grievance and

appeal meetings. If your chosen companion is not available at the proposed time, you may request that the meeting is postponed for up to five working days in order that they can accompany you.

Where possible, the different stages of the procedure will be handled by different CTC Board member (normally of increasing seniority). However, where this is not practicable, the same person may handle the different stages and he/she will act as impartially as possible.

Grievances will be handled with as high a degree of confidentiality as is practicable, particularly when the issue is of a sensitive nature.

Confidential records of the grievance will be kept in the CTC Archive in accordance with Data Protection legislation. Copies of meeting notes will be provided, although CTC reserves the right to withhold certain information (e.g. to protect a witness).

Please note that where timescales are specified in this procedure, they may be extended by mutual consent if necessary.