

NZ Association of Registered Beauty Therapists

Complaints Policy and Procedure

Policy

The NZ Association of Registered Beauty Therapists (NZARBTh) is committed to the highest possible standards of professional practice within the Beauty Therapy industry to ensure the safety, health and wellbeing of clients, the public and therapists.

The Association will actively investigate complaints against therapists, be they members or non-members of the Association, to efficiently resolve complaints, to encourage therapists to rectify deficiencies in their practice and to educate the industry to correct systemic issues.

The Association will work co-operatively with local health and civic authorities and the Health and Disabilities Commission to ensure therapist standards are developed and maintained.

Procedure

1. Complaint in writing – referred to Association Office Manager.

Complaint must include;

i] Client name.

ii] Clinic and Therapist who conducted the treatment.

iii] Time and date of treatment.

iv] Description of treatment and nature of complaint.

vi] Photos

2. Complaint discussed at Committee meeting and a course of action to be taken.

3. Letter sent to Therapist and clinic owner informing them of the complaint.

Ask therapist/owner for an explanation of the event.

If necessary a copy of the Associations Code of Ethics and Hygiene included.

4. Response discussed at the next Committee meeting.

5. If necessary a hearing meeting is called and the therapist/owner appears to discuss the complaint and the course of action to be taken.

6. If complaint is serious enough complaint is referred to Auckland City Council and/or Health and Disabilities Commission.
7. If necessary an Executive Committee member may make a visit to the clinic.

Non Compliance with the Procedure

Non-compliance with steps 3, 5 or 7 will result in suspension of the Therapist's membership, or if the Therapist / Clinic is a non-member, an entry on the Association's web-site will be made to the effect that the Therapist / Clinic is not co-operating with a complaint investigation. The details of the complaint will not be noted on the website. The Association may refer the Therapist / Clinic to the Local Authority, Regional Officer of Health or HDC as appropriate for the case.

Details of non-compliance will be removed and restitution of membership will be made when the Therapist / Clinic complies with the requirements of the Association.

Repeat Complaints

The Secretary of the Association will keep a record of upheld complaints and remedial actions taken. In the instance that a Therapist / Clinic is found to have multiple of (greater than one) complaints within a 2 year period, the Therapist / Clinic will be advised and one or more of the following actions may be taken by the association,

1. A course of remedial action discussed
2. The Therapist / Clinic's registration of the association may be suspended
3. A note made on the Association's website that multiple complaints (unspecified) have been received and upheld.
4. Refer the Therapist / Clinic to the Local Authority, Regional Officer of Health or HDC as appropriate