

SHIATSU SOCIETY
Complaints Procedure Information Form

Your name:	Membership number:
Address:	
Daytime telephone:	Evening telephone:
Member complained against:	Membership number: (for office use)
1. Nature of the complaint:	
2. General summary:	
3. Specific incidents featured in the complaint (if any):	
4. Actions undertaken to address the situation (if any):	
Signature:	Date:

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Notes

- At this stage of the complaint try to keep your responses short, concise and as clear as possible – we will always contact you for more information if we need it.
- It may be useful to write out your responses on another sheet of paper first, to collect your thoughts before completing the form.
- ‘1. Nature of Complaint’ – use this section to give a short description of what area the complaint falls into, e.g. ‘Lack of support’, ‘Lack of professionalism’, ‘Breach of confidentiality’ etc.
- ‘2. General Summary’ – use this section to lay out a general history of the complaint or incident, e.g. ‘During a course of seven treatments I felt that my condition was not improving but that the practitioner did not acknowledge this when I put it to them on repeated occasions. In the end I stopped going for treatment because I felt that the relationship of trust had broken down’.
- ‘3. Specific incidents featured in the complaint’ – use this section to recall any key events and dates (if you have them) that illustrate your complaint well or you feel were turning points (for better or worse) in the situation. These might be treatment or class dates or telephone conversations or letters.
- ‘4. Actions taken to address the situation’ – use this section to let us know about any actions you might have taken to address, improve or confront the situation. Please do not worry if you haven’t tried to address the situation before bringing the complaint to the Society, we understand that complaints can be difficult to deal with on many levels.
- If you need more space please continue on another sheet of paper, but at this stage try and keep the information as brief and clear as you can. If we need to we will contact you to collect more information at a later date.
- Finally, please sign and date the form at the bottom and return it to the office in the envelope provided.
- All information is strictly confidential and will only be dealt with by the Society’s Complaints Manager and members of the Ethics Sub-Committee Panels.