



MEMBER
COMPLAINTS
PROCEDURE
會員投訴程序
会员投诉程序

1. INTRODUCTION 引言/引言

The International Federation of Aromatherapists (IFA) is the voluntary regulator for aromatherapy operating worldwide, set up primarily to protect the public. As a Professional Body we set the standards that practitioners are required to meet continuously in order to be displayed on the register. The Code of Conduct, Ethics and Practice, detail the quality of care that you can expect from an IFA registrant, which are binding on all practitioners on the [register](#). If a member falls short of those standards we need you to tell us in order to bring the registrant to account for their actions and protect public confidence in the profession. All complaints will be investigated thoroughly and sanctions will be imposed on a registrant if appropriate, in keeping with regulatory healthcare guidelines.

國際芳香療法師聯合會（IFA）是全球芳香療法的自願監管機構，主要是為了保護公眾。作為一個專業機構，我們設定了從業者必須連續見面的標準，以便在登記冊上顯示。行為準則，道德規範和實踐，詳細說明您可以從 IFA 註冊人那裡獲得的護理質量，這對所有從業人員都具有約束力。如果會員達不到這些標準，我們需要您告訴我們，以便讓註冊人對其行為負責並保護公眾對該行業的信心。所有投訴都將得到徹底調查，並在適當的情況下對註冊人實施制裁，以符合監管醫療指南。

国际芳香疗法师联合会（IFA）是全球芳香疗法的自愿监管机构，主要是为了保护公众。作为一个专业机构，我们设定了从业者必须连续见面的标准，以便在登记册上显示。行为准则，道德规范和实践，详细说明您可以从 IFA 注册人那里获得的护理质量，这对所有从业人员都具有约束力。如果会员达不到这些标准，我们需要您告诉我们，以便让注册人对其行为负责并保护公众对该行业的信心。所有投诉都将得到彻底调查，并在适当的情况下对注册人实施制裁，以符合监管医疗指南。

2. COMPLAINTS WE CAN DEAL WITH 我們可以處理的投訴/我們可以处理的投诉

- The care or advice received from one of our members
從我們的會員收到的護理或建議/从我们的会员收到的护理或建议
- The physical or mental health of one of our members
我們成員的身心健康/我们成员的身心健康
- A member's professional conduct
會員的專業行為/会员的专业行为
- A member's personal behaviour that directly impacts on their fitness to practice.
會員的個人行為直接影響他們的實踐適應性。/会员的个人行为直接影响他们的实践适应性。

The IFA will not consider complaints that are raised more than one (1) year after the incident has occurred.

IFA 不會考慮事件發生後一年以上提出的投訴。/ IFA 不会考虑事件发生后一年以上提出的投诉。

Please note however, we cannot arrange refunds or compensation or provide legal advice or become involved in legal disputes even if a complaint is upheld.

但請注意，即使投訴得到維持，我們也不能安排退款或賠償或提供法律建議或參與法律糾紛。

但请注意，即使投诉得到维持，我们也不能安排退款或赔偿或提供法律建议或参与法律纠纷。

3. COMPLAINTS WE CANNOT DEAL WITH 我們無法處理的投訴/我们无法处理的投诉

- a) Complaints regarding aromatherapy practitioners who are not current members of the IFA. To check the register [click here](#).

關於非 IFA 當前成員的芳香療法從業者的投訴。要查看註冊，請單擊此處。/

关于非 IFA 当前成员的芳香疗法从业者的投诉。要查看注册，请单击此处。

- b) Complaints about companies, unless they are a registered corporate member. To check the register [click here](#).

關於公司的投訴，除非他們是註冊的公司會員。要查看註冊，請單擊此處。/

关于公司的投诉，除非他们是注册的公司会员。要查看注册，请单击此处。

- c) Complaints made anonymously that cannot otherwise be verified.

匿名投訴無法以其他方式驗證。/匿名投诉无法以其他方式验证。

- d) Complaints where the complainant refuses or is unable to provide the necessary evidence to justify their claims; the emphasis of supplying evidence rests on the complainant.

投訴人拒絕或無法提供必要證據證明其申訴合理的投訴;提供證據的重點在於申訴

人。/ 投诉人拒绝或无法提供必要证据证明其申诉合理的投诉;提供证据的重点在于申诉人。

- e) Complaints which fall within the jurisdiction of another regulator, for example:

屬於另一個監管機構管轄範圍的投訴，例如：/ 属于另一个监管机构管辖范围的投诉，例如：

- i. Complaints regarding employment disputes or civil proceedings. However the IFA reserves the right to act on the outcome of the proceedings if they relate to dishonesty.

有關僱傭糾紛或民事訴訟的投訴。但是，如果涉及不誠實行為，IFA 保留

對訴訟結果採取行動的權利。/ 有关雇佣纠纷或民事诉讼的投诉。但是，如果涉及不诚实行为，IFA 保留对诉讼结果采取行动的权利。

- ii. Complaints regarding breaches of Data Protection which must be directed to the Information Commissioner's Office (ICO). However the IFA reserves the right to act on the outcome of the proceedings.

有關違反數據保護的投訴，必須直接向信息專員辦公室 (ICO) 提出。但

是，IFA 保留根據訴訟結果採取行動的權利。/ 有关违反数据保护的投诉，

必須直接向信息专员办公室 (ICO) 提出。但是，IFA 保留根据诉讼结果采取行动的权利。

iii. Complaints regarding a breach of the Committee of Advertising (CAP) code of practice, which is the role of the Advertising Standards Authority (ASA). However the IFA reserves the right to act on the outcome of the proceedings.
關於違反廣告委員會 (CAP) 行為準則的投訴，這是廣告標準局 (ASA) 的作用。但是，IFA 保留根據訴訟結果採取行動的權利。/ 关于违反广告委员会 (CAP) 行为准则的投诉，这是广告标准局 (ASA) 的作用。但是，IFA 保留根据诉讼结果采取行动的权利。

iv. Complaints regarding claims for compensation – all practising members have insurance to cover claims and all registrants will provide their insurance details upon request.
有關賠償要求的投訴 - 所有執業成員都有保險索賠，所有註冊人將根據要求提供保險詳情。/ 有关赔偿要求的投诉 - 所有执业成员都有保险索赔，所有注册人将根据要求提供保险详情。

f) Complaints on a third party's behalf (unless the IFA receives written legal authorisation for someone to act on behalf of the client).
代表第三方投訴 (除非 IFA 收到有人代表客戶行事的書面法律授權)。/ 代表第三方投诉 (除非 IFA 收到有人代表客户行事的书面法律授权)。

g) Complaints in regard to contractual disputes between practitioners.
關於從業人員之間合同糾紛的投訴。/ 关于从业人员之间合同纠纷的投诉。

4. WHAT TO DO FIRST

首先要做什麼 / 首先要做什么

You should always try and resolve any concerns with the practitioner before reporting it to the IFA, as complaints can usually be resolved at this stage. We will require to see evidence of these efforts. All registrants will have a written complaints procedure in place which we would expect you to have exhausted. We do however recognise that in some exceptional circumstances this may not always be appropriate.

在向 IFA 報告之前，您應該始終嘗試解決與從業者的任何疑慮，因為投訴通常可以在此階段得到解決。我們需要看到這些努力的證據。所有註冊人都將有書面投訴程序，我們希望您已經用盡。但我們認識到，在某些特殊情況下，這可能並不總是合適的。/ 在向 IFA 报告之前，您应该始终尝试解决与从业者的任何疑虑，因为投诉通常可以在此阶段得到解决。我们需要看到这些努力的证据。所有注册人都将有书面投诉程序，我们希望您已经用尽。但我们认识到，在某些特殊情况下，这可能并不总是合适的。

5. RAISING A COMPLAINT

提出投訴 / 提出投诉

If you are unable to resolve a dispute with the practitioner then you may raise your concern with the IFA which will be investigated as outlined below. All complaints must be made in writing, written in English using the [Complaints Form](#). If this is likely to be a problem for you, you will need to ask someone to fill the form in for you.

如果您無法解決與從業者之間的爭議，那麼您可以向 IFA 提出您的疑慮，我們將對此進行調查，如下所述。所有投訴必須以書面形式提出，並使用投訴表格以英文書寫。

如果這對您來說可能是一個問題，您需要請某人填寫表格。/ 如果您无法解决与从业者之间的争议，那么您可以向 IFA 提出您的疑虑，我们将对此进行调查，如下所述。所有投诉必须以书面形式提出，并使用投诉表格以英文书写。如果这对您来说可能是一个问题，您需要请某人填写表格。

For expediency, it would be helpful if the complainant could also draw attention to the specific codes within the Code of Conduct, Ethics and Practice, to which their complaint relates.

為了方便起見，如果投訴人還可以提請注意他們的投訴所涉及的行為準則，道德和實踐中的具體守則，將會有所幫助。/ 为了方便起见，如果投诉人还可以提请注意他们的投诉所涉及的行为准则，道德和实践中的具体守则，将会有所帮助。

6. WHAT HAPPENS NEXT?

接下來會發生什麼？ / 接下来会发生什么？

Confirmation

確認 / 确认

When we have received your complaints form, we will confirm receipt within three (3) working days.

當我們收到您的投訴表格後，我們將在三個工作日內確認收到。/ 当我们收到您的投诉表格后，我们将在三个工作日内确认收到。

Assessing the evidence

評估證據 / 评估证据

When we review a complaint we will first assess the evidence in support of the complaint. The case examiners may decide upon evidence or lack thereof to dismiss the complaint at any stage. Complaints that arise due to oral communications will not necessarily mean a complaint will be dismissed, but may impact on how we intend to assess the complaint. This step is necessary to reduce the likelihood of frivolous, vexatious or malicious complaints.

當我們審查投訴時，我們將首先評估支持投訴的證據。案件審查員可以在任何階段決定是否有證據來駁回投訴。由於口頭溝通而產生的投訴並不一定意味著投訴將被駁回，但可能會影響我們打算如何評估投訴。這一步驟對於減少無聊，無理取鬧或惡意投訴的可能性是必要的。/ 当我们审查投诉时，我们将首先评估支持投诉的证据。案件审查员可以在任何阶段决定是否有证据来驳回投诉。由于口头沟通而产生的投诉并不一定意味着投诉将被驳回，但可能会影响我们打算如何评估投诉。这一步骤对于减少无聊，无理取闹或恶意投诉的可能性是必要的。

Types of evidence typically include:

證據類型通常包括：/ 证据类型通常包括：

- Written policies
書面政策 / 书面政策
- Written correspondence
書面通信 / 书面通信
- Telephone recordings
電話錄音 / 电话录音
- Witness statements
證人陳述 / 证人陈述
- Third party reports
第三方報告 / 第三方报告

The onus of responsibility for supplying evidence rests firmly with the complainant.

提供證據的責任在於申訴人。/ 提供证据的责任在于申诉人。

Deciding how to deal with the complaint

決定如何處理投訴 / 决定如何处理投诉

The IFA will then decide if it will address the complaint informally or formally.

然後，IFA 將決定是以非正式或正式方式處理投訴。/ 然后，IFA 将决定是以非正式或正式方式处理投诉。

7. INFORMALLY

非正式 / 非正式

- a) If there is no suggestion that the client is at risk or has been harmed, the complaint is likely to be dealt with informally. The IFA will make the complainant aware when it would be appropriate to deal with the complaint informally. The IFA may ask the complainant how they wish the IFA registrant to resolve the situation e.g. apologise, and the IFA will ask the registrant if they agree to do. If the client or the registrant does not agree that the complaint should be dealt with informally, or as progress is made, the nature of the complaint changes, the complaint will be dealt with formally. 如果沒有暗示客戶面臨風險或受到傷害的建議，則可能會非正式地處理投訴。IFA 將使投訴人知道何時適當地非正式地處理投訴。IFA 可以詢問投訴人他們希望 IFA 註冊人如何解決這種情況，例如：道歉，IFA 會詢問註冊人是否同意。如果客戶或註冊人不同意投訴應以非正式方式處理，或者在取得進展的情況下，投訴的性質發生變化，則投訴將正式處理。/ 如果没有暗示客户面临风险或受到伤害的建议，则可能会非正式地处理投诉。IFA 将使投诉人知道何时适当地非正式地处理投诉。IFA 可以询问投诉人他们希望 IFA 注册人如何解决这种情况，例如：道歉，IFA 会询问注册人是否同意。如果客户或注册人不同意投诉应以非正式方式处理，或者在取得进展的情况下，投诉的性质发生变化，则投诉将正式处理。

- b) In some cases, especially where a complaint is between an IFA registrant and another healthcare practitioner, the IFA may suggest that the complainant and registrant undertake mediation. This is to try and help both parties to find a way to resolve the problem before the complaint is dealt with at a formal level. If the complainant or the registrant does not agree that the complaint should be dealt with through mediation, the complaint will be dealt with formally. If a complaint is made by another healthcare practitioner, IFA registrant or a member of the public who has no personal experience of the registrant it is also likely that the complaint will be dealt with formally.

在某些情況下，特別是在 IFA 註冊人與其他醫療保健從業者之間提出投訴的情況下，IFA 可能會建議投訴人和註冊人進行調解。這是為了嘗試幫助雙方在正式層面處理投訴之前找到解決問題的方法。如果投訴人或註冊人不同意通過調解處理投訴，投訴將正式處理。如果投訴是由其他醫療保健從業者，IFA 註冊人或沒有註冊人個人經驗的公眾投訴，則投訴也可能會正式處理。/ 在某些情況下，特別是在 IFA 注册人与其他医疗保健从业者之间提出投诉的情况下，IFA 可能会建议投诉人和注册人进行调解。这是为了尝试帮助双方在正式层面处理投诉之前找到解决问题的方法。如果投诉人或注册人不同意通过调解处理投诉，投诉将正式处理。如果投诉是由其他医疗保健从业者，IFA 注册人或没有注册人个人经验的公众投诉，则投诉也可能会正式处理。

- c) When complaints are dealt with informally we ask that both the complainant and the registrant inform the IFA that a solution has been reached within four (4) weeks of the complaint being brought to the registrants' attention. If not, the formal disciplinary procedure will be instigated.

當非正式地處理投訴時，我們要求投訴人和註冊人告知 IFA，在投訴被提請註冊人注意的四週內已達成解決方案。如果沒有，將啟動正式的紀律程序。/ 当非正式地处理投诉时，我们要求投诉人和注册人告知 IFA，在投诉被提请注册人注意的四周内已达成解决方案。如果没有，将启动正式的纪律程序。

- d) At any stage of the complaint being made, the IFA may offer informal advice to the registrant about their future conduct.

在投訴的任何階段，IFA 可以向註冊人提供有關其未來行為的非正式建議。/ 在投诉的任何阶段，IFA 可以向注册人提供有关其未来行为的非正式建议。

8. FORMALLY

正式 / 正式

Some complaints cannot be dealt with informally and include, but are not limited to:-

有些投訴不能以非正式方式處理，包括但不限於：/ 有些投诉不能以非正式方式处理
括但不限于：

- a) Abuse of trust – stepping outside professional boundaries
濫用信任 - 走出專業界限 / 濫用信任 - 走出专业界限

- b) Conduct that falls below IFA standards
低於 IFA 標準的行為 / 低于 IFA 标准的行为
- c) Negligent behaviour e.g. fitness to practice
疏忽行為，例如適合練習 / 疏忽行为，例如适合练习
- d) Unprofessional behaviour, which could bring the IFA into disrepute
不專業的行為，可能會使 IFA 蒙羞 / 不专业的行为，可能会使 IFA 蒙羞
- e) Professional incompetence
專業無能 / 专业无能
- f) Dishonesty
不誠實 / 不诚实
- g) Fraud or criminal acts
欺詐或犯罪行為 / 欺诈或犯罪行为
- h) Alcohol or substance abuse
酒精或藥物濫用 / 酒精或药物滥用
- i) Violence
暴力 / 暴力
- j) Findings of other statutory regulators
其他法定監管機構的調查結果 / 其他法定监管机构的调查结果
- k) Registrants who receive more than two complaints of the same nature initially addressed informally
收到兩份以上性質相同的投訴的註冊人最初是非正式的 / 收到两份以上性质相同的投诉的注册人最初是非正式的

Complaints dealt with formally will follow the disciplinary procedure.

正式處理的投訴將遵循紀律程序。 / 正式处理的投诉将遵循纪律程序。

9. INTERIM MEASURES

臨時措施 / 临时措施

In serious or complex cases of suspected non-compliance or when it appears there could be an immediate risk to the public, the registrant may be suspended and removed from the IFA register of therapists for forty two (42) days. This is known as an interim measure.

在嚴重或複雜的疑似違規情況下，或者出現可能對公眾造成直接風險的情況下，註冊人可能會被暫停並從IFA治療師名單中刪除，持續四十二天。這被稱為臨時措施。 / 在严重或复杂的疑似违规情况下，或者出现可能对公众造成直接风险的情况下，注册人可能会被暂停并从IFA治疗师名单中删除，持续四十二（42）天。这被称为临时措施。

This is to enable the disciplinary and complaints committee to discuss, evaluate, and consider if a further 'interim measure' is required to cover the additional time needed to deal with the complaint.

這是為了使紀律和投訴委員會能夠討論，評估和考慮是否需要進一步的“臨時措施”來彌補處理投訴所需的額外時間。 / 这是为了使纪律和投诉委员会能够讨

论，评估和考虑是否需要进一步的“临时措施”来弥补处理投诉所需的额外时间。

10. INVESTIGATION

調查 / 调查

As part of the investigation the registrant will be sent a copy of the complaint made against them and asked for a response in writing. The complainant will be sent a copy of the registrant's reply so they may comment on its contents if they wish to. The registrant will also be given a copy of the complainant's comments. If a copy of the client's or the registrant's health records is relevant to the investigation then we will ask permission to receive a copy of these.

作為調查的一部分，註冊人將收到一份針對他們的投訴副本，並要求書面回復。投訴人將收到一份註冊人回复的副本，以便他們根據需要對其內容發表評論。註冊人還將獲得投訴人意見的副本。如果客戶的副本或註冊人的健康記錄與調查相關，那麼我們將要求獲得這些副本的許可。/ 作为调查的一部分，注册人将收到一份针对他们的投诉副本，并要求书面回复。投诉人将收到一份注册人回复的副本，以便他们根据需要对其内容发表评论。注册人还将获得投诉人意见的副本。如果客户的副本或注册人的健康记录与调查相关，那么我们将要求获得这些副本的许可。

Case examiners, which consist of the head of the membership committee and operations manager, will review all the information and evidence relating to the complaint and decide whether or not to refer the complaint to the disciplinary and complaints committee board.

案件審查員由會員委員會主席和運營經理組成，將審查與投訴有關的所有信息和證據，並決定是否將投訴轉交給紀律和投訴委員會。/ 案件审查员由会员委员会主席和运营经理组成，将审查与投诉有关的所有信息和证据，并决定是否将投诉转交给纪律和投诉委员会。

The IFA will write to the complainant to advise them of the decision and reasons.

IFA 將寫信給投訴人，告知他們決定和理由。/ IFA 将写信给投诉人，告知他们决定和理由。

If the case examiners decide not to refer the complaint to the disciplinary and complaints committee we will write to the complainant and registrant to inform them that no further action is being taken.

如果案件審查員決定不將投訴轉交給紀律和投訴委員會，我們將寫信給投訴人和註冊人，告知他們不再採取進一步行動。/ 如果案件审查员决定不将投诉转交给纪律和投诉委员会，我们将写信给投诉人和注册人，告知他们不再采取进一步行动。

If the case examiners do decide to refer it to the disciplinary and complaints committee, we will write to the complainant and registrant confirming this and provide a copy of the disciplinary procedure.

如果案件審查員確實將其提交給紀律和投訴委員會，我們將寫信給投訴人和註冊人確認，並提供紀律程序的副本。/ 如果案件审查员确实将其提交给纪律和投诉委员会，我们将写信给投诉人和注册人确认，并提供纪律程序的副本。

11. HOW LONG WILL IT TAKE?

它會持續多長時間？/ 它会持续多长时间？

The IFA will endeavour to consider complaints in a timely manner and update the complainant and registrant at each stage.

IFA 將盡力及時考慮投訴，並在每個階段更新投訴人和註冊人。/ IFA 将尽力及时考虑投诉，并在每个阶段更新投诉人和注册人。

Although we do understand that this may be a stressful and frustrating time for you please respect our [Service User Policy](#) in all dealings with IFA employees.

雖然我們確實理解這對您來說可能是一個壓力和令人沮喪的時間，但請在與 IFA 員工的所有交易中尊重我們的服務用戶政策。/ 虽然我们确实理解这对您来说可能是一个压力和令人沮丧的时间，但请在与 IFA 员工的所有交易中尊重我们的服务用户政策。

Each case is individual and delays may be inevitable due to:

每個案例都是個人的，由於以下原因，延遲可能是不可避免 / 每个案例都是个人的，由于以下原因，延迟可能是不可避免

- Gathering information from the relevant individuals concerned
收集有關個人的信息 / 收集有关个人的信息
- Difficulty finding dates when individuals are available
當有個人可用時難以找到日期 / 当有个人可用时难以找到日期

The complainant and registrant will be provided with anticipated timescales of dealing with complaints and will be informed of any revised timescales as and when appropriate.

投訴人和註冊人將獲得預期的投訴處理時間表，並將在適當時通知任何修訂的時間表。/ 投诉人和注册人将获得预期的投诉处理时间表，并将在适当时通知任何修订的时间表。

12. CONFIDENTIALITY

保密 / 保密

When investigating a complaint we will need to inform the named registrant involved, who will receive a copy of the complaint and any responses the complainant makes. The contact details of the complainant will be removed from any documents we send. All information shared between the parties involved, must be treated strictly private and confidential.

在調查投訴時，我們需要通知相關的指定註冊人，他們將收到投訴副本和投訴人的任何回復。投訴人的聯繫方式將從我們發送的任何文件中刪除。所涉及的各方之間共享的所有信息必須嚴格保密和保密。/ 在调查投诉时，我们需要通知相关的指定注册人，他们将收到投诉副本和投诉人的任何回复。投诉人的联系方式将从我们发送的任何文件中删除。所涉及的各方之间共享的所有信息必须严格保密和保密。