

# Need to raise a concern?

## We're here to help



**The International Federation of Aromatherapists (IFA)** is the voluntary regulator for aromatherapy operating worldwide, set up primarily to protect the public.



**Choose with  
Confidence**

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 Registrant falls short of those standards, we need you to tell us so they can account for their actions.

**All complaints will be investigated thoroughly, and sanctions or removal imposed where necessary to protect public confidence.**

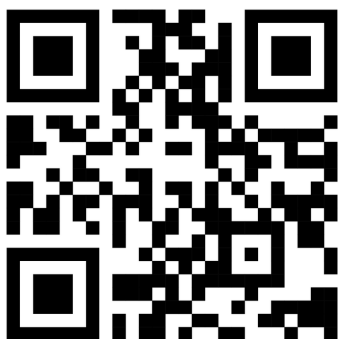


## Steps to take

- Firstly, try and resolve your concerns with the registrant concerned and follow their complaints procedure. If he/she works in a larger practice, address it to the practice manager. Complaints can usually be resolved at this stage.
- Secondly, if you are unable to resolve the complaint with the registrant then please complete the complaints form available on the IFA website

The complaint will initially be assessed by three Case examiners. If a complaint is upheld formal Disciplinary procedures will be initiated and referred to the Disciplinary & Sanctions Committee

Scan for more information



## Contact Us

Website: [www.ifaroma.org](http://www.ifaroma.org)

Email: [office@ifaroma.org](mailto:office@ifaroma.org)

Phone: **44 (0) 208 567 2243**

Connect with us on:

