



**COMPLAINTS
PROCEDURE
(REGARDING A
CORPORATE
MEMBER)**

1. INTRODUCTION

The International Federation of Aromatherapists (IFA) holds its Corporate Members to high standards of ethical practice and quality. The IFA is committed to ensuring that members meet these standards and act in the best interest of the public. If a company falls short of those standards, we need you to tell us so that they can be held accountable for their actions. All complaints will be investigated thoroughly following this procedure. This policy outlines the procedure for raising concerns regarding the conduct or practices of a Corporate Member.

2. COMPLAINTS WE CAN DEAL WITH

We can investigate complaints relating to:

- Business practices of a corporate member that may harm the public.
- Breaches of IFA ethical standards or other guidelines relating to the supply of products or services.
- Failure to meet the quality or safety expectations set by the IFA for corporate members.

3. COMPLAINTS WE CANNOT DEAL WITH

The IFA will not address:

- Complaints about non-IFA corporate members.
- Complaints unrelated to IFA standards or business practices.
- Complaints related to deliveries or refunds.
- Complaints regarding issues of a personal nature or unrelated to public or consumer safety.

4. WHAT TO DO FIRST

You should always try and resolve any concerns with the company 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 companies will have a sale of good policy (in the UK), refund policy and or complaints procedure in place which we would expect you to have exhausted. We do however recognise that in some exceptional circumstances that this may not always be appropriate.

5. RAISING A COMPLAINT

To raise a complaint, please complete the [Complaint Form](#). Ensure you provide:

- A clear description of the complaint.
- Any supporting evidence, such as correspondence, product details, or reports.
- The nature of the concern (e.g., unsafe practices, unethical business conduct, etc.).

Complaints should be submitted in writing. If you require assistance completing the form, please contact the IFA office.

6. INVESTIGATION PROCESS

Once a complaint is received, we will:

- Acknowledge receipt within two (2) working days.
- Investigate the concern based on available evidence.
- Contact the corporate member involved for their response.
- Determine appropriate actions, which may include discussions, formal warning, or removal of corporate membership.

7. OUTCOME

If a complaint is upheld, the IFA may:

- Issue a warning or further instructions to the corporate member.
- Suspend or revoke membership if necessary to safeguard the public interest.
- Take no action if the complaint is not substantiated by sufficient evidence.

8. CONFIDENTIALITY

All complaints will be treated confidentially, and the identity of complainants will be protected where possible, however please note due to the nature of the complaint it may not always be possible. All information shared between the parties involved, must be treated strictly private and confidential.

9. HOW LONG WILL IT TAKE?

The IFA aims to resolve complaints as promptly as possible. However, the timeline may vary depending on the complexity of the case and the involvement of third-party suppliers or external parties. Both the complainant and the corporate member will be provided with an estimated timescale for resolution. Should any delays occur or additional information be needed, both parties will be kept informed of revised timelines as appropriate.

10. FURTHER ASSISTANCE

If you need advice on raising a complaint or further clarification on the process, please contact the IFA office at office@ifaroma.org