

American Bowen Academy

Effective Date: 01/05/2010

Revised 01/17/2018

Instructor Complaint Resolution Policy

Policy:

American Bowen Academy complaint resolution process addresses complaints from students who attend Bowenwork classes. Complaints may be filed against an authorized Bowenwork Instructor for failure to adhere to Bowen Therapy Academy of Australia and American Bowen Academy (Academy) policies. A complainant must describe the alleged violation(s) and provide relevant documentation if any is available.

To be considered, the full and complete complaint shall be sent via email or registered mail to the Academy Secretary, and contain the following information:

- The name of the complainant and contact information
- The instructor that is the subject of the complaint
- A complete description of the alleged violation(s)
- A recitation of all the facts documenting the complaint including contact information
- Copies of any relevant documents
- A description of what type of response from the Academy you would consider appropriate. For example:
 - a. I don't need a response. This is just a heads-up.
 - b. I suggest providing the instructor with additional training on this subject.
 - c. I want the instructor to apologize to me and other affected parties.
 - d. I would like to be provided with a (partial, or full) refund in the amount of \$_____.
 - e. I think that the Academy should consider taking appropriate disciplinary action according to Academy policy and the severity of the incident.

Please send correspondence to:

Email: usadmin@AmericanBowen.Academy Note: The Secretary will acknowledge receipt of the email within two business days. If you do not receive the acknowledgment, please call 1-866-862-6936.

Registered Mail Address:

American Bowen Academy
P O Box 1255
Dewey, AZ 86327

Upon receipt of complaint:

1. The Academy president discusses policies, options for resolution with Complainant (within 3 business days of receipt).
2. The president initiates a formal investigation.
3. The president notifies the instructor and provides a summary of allegations.
4. The president interviews the parties and other witnesses to determine whether there is sufficient evidence of violation of policy.
5. The president determines if there was a violation and prepares a written report (within 14 business days).
 - f. If the president determines there was a policy violation:
 - A report is sent to a designated Academy ethics committee (member of Sr Faculty) for appropriate action.
 - The president notifies the complainant of the findings and the proposed resolution (within 30 business days).
 - If resolution requires disciplinary action against the instructor, then the following protocol will be followed:
 - Minimum written warning for first incident
 - Minimum suspension required for second incident
 - Minimum removal of instructor for third incident
 - g. If the president determines there was not a policy violation:
 - A report is sent to the Academy secretary to file.
 - The president notifies the complainant of the findings.
 - h. The complainant(s) and the instructor may request a copy of the written report at any time during the process. The president will forward a copy of the report when it is complete.

Note: The Academy Officers and Instructors take all complaints and concerns seriously and will perform a thorough investigation of all relevant facts of a complaint. We reserve the right to propose and initiate appropriate resolutions to all complaints. You have the right to request the investigative report and to know that appropriate action has been taken on your behalf.