

## **Practitioner Complaint Resolution Policy**

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### **Policy:**

American Bowen Academy complaint resolution process addresses complaints in order to regulate the professional practices and behavior of American Bowen Academy [Academy] Practitioners, as set forth in the American Bowen Academy Practitioner Code of Conduct. The following are the procedures that will be used for the investigation and hearing of any claims that involve violations of the Practitioner Code of Conduct.

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

- The name of the complainant and contact information
- The practitioner or student 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 American Bowen 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 practitioner or student with additional training on this subject.
  - c. I want the practitioner or student to apologize to me and other affected parties.
  - d. I think that BAUSA should consider taking appropriate disciplinary action according to BAUSA policy and the severity of the incident.

Please send correspondence to:

Email: [usadmin@AmericanBowen.Academy](mailto: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

**Policy:**

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 practitioner or student 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).
  - If the president determines there was a policy violation:
    - A report is sent to a designated Academy ethics committee (members 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 practitioner or student, then the following protocol will be followed:
      - Minimum written warning for the first incident
      - Minimum suspension of practitioner certification status required for the second incident, plus removal of the practitioner's referral listing on AmericanBowen.Academy and restriction from registering for new classes during the suspension period
      - Minimum removal of practitioner certification status for the third incident, plus removal of the practitioner's referral listing on Bowenwork.com and restriction from registering for new classes
    - If the president finds that the practitioner or student has performed an illegal act, the president will notify the appropriate local authorities.
  - 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.
  - The complainant(s) and the practitioner or student 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 American Bowen Academy Board of Directors 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.