

Making a complaint

About this form

This form asks for the information we need from you if you wish to make a complaint about a BAcC registered acupuncturist.

Before you fill in this form, please read the BAcC's Information for Complainants as this will help you to understand what concerns we can and cannot deal with. It also gives information about how we deal with complaints against BAcC members.

To complete this form by hand

Print the form and write your responses in the spaces provided in clear, legible handwriting. If you require more space, please continue on additional sheets and attach them to the form.

To complete this form electronically

Save the form to your computer or tablet before completing it.

When completing the form

Please provide any information you think is relevant to your complaint. Full and clear details will help us deal with your concern quickly and efficiently.

If you want to talk about your concern or if you need help to fill in this form, please call the Professional Standards Team on 020 8735 1202/1213 or send us an email to ethics@acupuncture.org.uk



About you

Name	
Address	
Contact phone number	
Email address	

About the acupuncturist

Name	
Name of practice	
Address	



About your complaint

Please provide any information you think is relevant to your complaint, including dates, time period, location, any witnesses, etc. You may find it helpful to describe each event in the order it happened. Please continue on a separate sheet if necessary.

Your actions

Have you contacted any other organisations about your concern? For example, the acupuncturist's employer, a professional body or the police?	Yes		No	
<p>If yes, please provide their contact details and a summary of the action, if any, they are taking.</p> <p>If you have contacted the police, please provide the name and contact details of the investigating officer.</p> <p>Please keep us informed of the progress of any ongoing investigation that other organisations may be carrying out. Please also advise us of the final outcome and provide us with all the relevant documents.</p>				
<div style="border: 1px solid black; height: 300px;"></div>				

Please note: if your concern is currently being investigated by another organisation, we will consider whether we should carry out our investigation at the same time or whether it is more appropriate for us to wait until the other organisation has finished its procedures.

Declaration

To the best of my knowledge, the information I have provided in this form is accurate.

I understand that to investigate this matter the British Acupuncture Council will need to share this form, and any information I provide relating to it, with the practitioner concerned and may also need to share it with other relevant parties as appropriate.

I understand that if this matter is referred to a public hearing I may be called to give evidence.

Name:

Signed:

Dated:

Next steps

Thank you for completing this form. There are two ways to send us your completed form.

By post

Place your signed form along with copies of all supporting documentation in an envelope and make sure it is properly sealed. Send your documents to:

Professional Standards Team
(Private and Confidential)
British Acupuncture Council
63 Jeddo Road
London
W12 9HQ

By email

Attach to your email a scanned copy of your signed form along with electronic copies of all supporting documentation and send to ethics@acupuncture.org.uk

What happens next

We will confirm in writing to you that we have received your complaint. We will then keep you informed about what action is being taken.