



AC Complaints Procedure Form

A completed form and any further relevant documentation must be submitted within 12 months of the issue arising. (In extenuating circumstances this time frame may be waived at the discretion of the Panel).

We encourage Association for Coaching (AC) members and any complainants to undertake all reasonable means to resolve their differences before initiating a complaints process. Should a formal complaint be received, we will continue to encourage the relevant parties to reach a mutually acceptable outcome.

AC undertakes to be transparent in its activities and therefore the AC member who is the subject of the complaint will receive a copy of all correspondence and be kept fully informed of the process. The criteria include:

- a) The complaint is deemed to be a breach of a clause of the AC Code of Ethics and Good Practice or demonstrating behaviour which is deemed to be prejudicial to the Association or to the services which the Association represents.
- b) The complaint may be made by a client or by an Individual member or Organisational Member of the Association against another.
- c) The person and/or organisation concerned must be named and be a member of the Association at the time of the complaint being made.
- d) The Complaint must be made in writing (typed) using the form below.
- e) I acknowledge that I have read the [Complaints Procedure](#):

SECTION A – AC internal use only	
Complainant's Name.....	Title.....
Address.....	
Post-code.....	Email.....
Website.....	
Mobile.....	Landline.....
First communication will be by email unless instructed otherwise	

AC Member/Name.....

Organisation.....

Address.....

Post-code.....Email.....

Website.....

Mobile.....Landline.....

SECTION B – This section will be seen by all parties

Complainants Name.....Title.....

AC Member/Name.....

SECTION C - This section will be seen by all parties

1. Complaint details:

When (timescale) and what exactly occurred and where? Please give factual information first and then explain how you felt about the situation.

2. What was the contract between you and the AC member? Please include details such as sessions, time frame, fees and whether you were sponsored (please provide detail of the sponsor) or self-funding. (Include a copy of any written agreement).

3. On what basis did you decide to contract with this AC member?

4. What were your expectations of the business relationship?

5. Which clause/s of the [AC Code of Ethics and Good Practice](#) do you believe the AC member has contravened?

6. What measures have been taken by you and the AC member to resolve this situation before now?

7. What reason do you feel a resolution has not, as yet, been possible?

8. Have you taken your concerns about this AC member to any other membership organisations or explored any legal avenues? If so, please provide details of those organisations, relevant dates and the current status of your complaint.

9. What outcome are you hoping for as a result of the AC complaints process?

I (your name).....confirm that the details contained in this form are an accurate account of events as described. I authorise AC to process this complaint and circulate this to the relevant parties in AC for review and consideration. I accept that AC will be providing the AC member who is the subject of this complaint, with a copy of my full complaint and all supporting documentation. I accept and understand that AC cannot guarantee any specific outcome and are therefore not liable for any result; and that AC and its agents is not a judge or legal adviser.

Signed.....

Name.....

Date.....

Please send this completed form and supporting documentation by email to:

AC Complaints Review Panel:

complaints@associationforcoaching.com

An AC office representative will contact you to acknowledge receipt and inform you of progress as appropriate.