



Association of Traditional Chinese Medicine and Acupuncture (ATCM)

Organisational Complaints Policy

(Revised October 2025)

This policy sets out how the Association of Traditional Chinese Medicine and Acupuncture (ATCM) manages concerns or complaints relating to the management or operation of its Accredited Register. It ensures transparency, fairness, and accountability in all aspects of organisational governance and administration.

1. Scope

This policy applies to any individual or organisation wishing to raise a concern or complaint about the management, administration, or operation of ATCM's Accredited Register. It does not cover clinical complaints about individual practitioners, which are managed under the separate Professional Conduct and Complaints Procedure.

2. Principles

ATCM is committed to ensuring that all complaints are handled promptly, fairly, and confidentially. The policy is guided by the following principles:

- Accessibility – The process is open and easy to follow.
- Fairness – All parties are treated with respect and impartiality.
- Accountability – Complaints are logged and reviewed by the Council.
- Transparency – Outcomes are communicated clearly.
- Learning – Feedback is used to improve governance and procedures.

3. How to Raise a Complaint

Complaints should be made in writing to the Registrar or President of ATCM. Complainants should provide:

- Their name and contact details;
A clear description of the issue or concern;
Any supporting evidence or documentation.

Complaints may be submitted by email to info@atcm.co.uk or by post to the ATCM Secretariat. Anonymous complaints will be considered only where sufficient evidence is provided to justify investigation.

4. Handling Process

The Registrar will acknowledge receipt of the complaint within 10 working days and conduct an initial review. If the complaint relates to the Registrar, it will be referred to the

President. If it concerns the President, the Lay Member will oversee the process to ensure independence.

Complaints Handling Stages

Stage	Action	Responsible Person / Group	Expected Timeframe
Stage 1: Initial Review	Complaint acknowledged and reviewed for scope and evidence.	Registrar / President	Within 10 working days
Stage 2: Investigation	Investigation undertaken, with opportunity for all parties to respond.	Registrar or Lay Member Panel	Within 30 working days
Stage 3: Outcome	Written response provided, including findings and any remedial actions.	Registrar / Council	Within 10 working days after investigation
Stage 4: Appeal	Complainant may request an independent review by Lay Member Panel.	Lay Member Panel / Council	Within 20 working days

5. Escalation and Review

If a complainant is not satisfied with the outcome, they may request a review by the Lay Member Panel. All complaints and their outcomes are recorded and reviewed by the Council on an annual basis to identify any trends or areas for improvement.

6. Publication and Access

This policy is publicly available on ATCM's website under "Public Documents and Policies." It may also be requested in printed form via email or post.

7. Record of Complaints (Past 12 Months)

ATCM confirms that no organisational complaints have been received in the 12 months preceding October 2025.

Reviewed by: ATCM Council (October 2025)

Next Review: October 2026

Version: 2025.2