



ATCM Corporate Complaints Quick Guide

Welcome

The Association of Traditional Chinese Medicine and Acupuncture UK (ATCM) is committed to transparency, good governance, and high standards of organisational practice. If your organisation has concerns about how ATCM operates or manages its processes, you can raise a corporate complaint. This document explains how the process works and what you can expect.

What Is a Corporate Complaint?

A corporate complaint is a concern raised by an organisation about ATCM as an institution. You may submit a complaint if your issue relates to:

- ATCM's governance or decision-making
- Administrative processes or organisational procedures
- Communications issued by ATCM
- Implementation of ATCM's policies

If your concern is about the conduct or practice of an individual ATCM practitioner, please use our Professional Conduct Complaints Procedure, as it is a separate process.

How to Make a Corporate Complaint

First Step: Submit Your Complaint in Writing

You may submit a complaint by email or post:

- Email: info@atcm.co.uk
- Post: ATCM, UNIT 15, Siddeley House, 50 Canbury Park Road, Kingston, KT2 6LX

Please include:

- Your organisation's name and contact details
- A clear explanation of the issue
- Any supporting documents

What Happens Next?

1. Acknowledgement (within 10 working days)

We will confirm receipt, register your complaint securely, and appoint a Designated Investigating Officer.

2. Investigation (normally 20–30 working days)

We will conduct a fair, objective, and proportionate review. This may include examining documents, consulting staff or committees, and requesting clarification where needed. If additional time is required, we will notify you.

3. Written Outcome

You will receive a written explanation of:

- What was reviewed
- The findings
- The reasons behind our decision
- Any actions or service improvements we will introduce

4. Right to Request a Review

If you are not satisfied with the process or outcome, you may request a review by the ATCM Executive Council. This review will be conducted by individuals who were not involved in the original investigation.

Our Commitment

We handle all complaints with:

- Fairness
- Confidentiality (in line with the Data Protection Act 2018 and UK GDPR)
- Transparency
- Clear communication
- A focus on continuous improvement

ATCM may publish anonymised summaries of complaint themes and outcomes to support accountability and learning.

Need Help?

If you are unsure whether your concern qualifies as a corporate complaint or if you need guidance before submitting, you are welcome to contact us:

Email: info@atcm.co.uk