



Instructor Complaint Resolution Policy

Effective Date: 01/05/2010

Revised 09/24/2021

Policy:

American Bowen Academy complaint resolution process addresses complaints from students who attend Bowenwork classes and/or complaints filed against an authorized Bowenwork instructor for failure to adhere to American Bowen Academy (ABA) and Bowen Therapy Academy of Australia policies and agreements.

A complainant must describe the alleged violation(s) and provide relevant documentation if any is available.

To be considered, the full and complete complaint shall be sent via email or certified mail to the Academy Administrator, and contain the following information:

1. The name of the complainant and contact information
2. The instructor that is the subject of the complaint
3. A complete description of the alleged violation(s)
4. A recitation of all the facts documenting the complaint including contact information
5. Copies of any relevant documents
6. A description of what type of response from ABA would be considered appropriate.

For example:

- a. I don't need a response. This is just a heads-up.
- b. I suggest providing the instructor with additional training on this subject.
- c. I want the instructor to apologize to me and other affected parties.
- d. I would like to be provided with a (partial or full) refund in the amount of \$ ____.
- e. A should consider taking appropriate disciplinary action according to the policy that was violated, and the severity of the incident.

Correspondence should be sent to the Administrator.

Email: usadmin@americanbowen.academy

Certified mail address: American Bowen Academy, P.O. Box 1255, Dewey, AZ, 86327.

The Administrator will acknowledge receipt of the complaint within two business days. If you do not receive acknowledgement, please call 866-862-6936.

Upon receipt of a complaint:

1. The ABA Director reviews the complaint, relevant policies, and options for resolution with the complainant, within 3 business days of notification.
2. The Director initiates an investigation of evidence provided, including interviewing other parties or witnesses, to determine whether there is sufficient evidence of a violation of a policy.
3. The Director notifies the instructor in writing and provides a summary of the allegations of the complaint.

If the Director determines that there was a violation of policy:

1. The Director reports in writing and consults with a designated ethics committee or senior faculty member(s) to determine appropriate action.
2. The Director notifies the complainant of the findings and the proposed resolution (within 30 business days).
3. If resolution requires disciplinary action against the instructor, then the following protocol will be followed:
 - i. Minimum written warning for first incident
 - ii. Minimum suspension for second incident (the timeframe will be determined by the ethics committee or senior faculty)
 - iii. Minimum removal of instructor for third incident

If the Director determines there was not a policy violation:

1. A report is sent to the ABA Administrator to file.
2. The Director notifies the complainant of the findings.

The complainant(s) and the instructor(s) may request a copy of the written report at any time during the process. The Director will forward to the complainant, a copy of the report when it is complete.

Note: American Bowen Academy takes all complaints and concerns seriously and will investigate 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.