



British Association of Flower Essence Producers

Code of Conduct, Disciplinary & Grievance Procedures

March 2008

CODE OF CONDUCT

This Code of Conduct is obligatory for all on the register.

1. All members are required to accept responsibility for compliance and for applying the Disciplinary Procedure.
2. UK Members are required to abide by the Constitution, which published is on the website and adhere to UK laws as outlined in the BAFEP Guidelines (*an updated version is on the website*).
3. Non-UK members are expected to abide by the Constitution and adhere to the laws of their own country.
4. All members are expected to abide by UK/EU laws when selling essences in the UK as those essences are subject to UK/EC law.
5. The Association expects and charges all of its members to conduct themselves at all times in such manner as to not bring the Association and its good name into disrepute.

Disciplinary and Complaints

1. The BAFEP Chair, Secretary and Treasurer will deal with any complaints.
2. Complaints must be in writing and will be acknowledged immediately by the Secretary.
3. Permission from the complainant will be sought to approach the subject of the complaint.
4. 28 days are allowed for agreement or rebuttal.
5. A strategy for conciliation will be used if possible.
6. Any recommended action will be communicated to both parties.
7. 28 days is given for an appeal.
8. After the 28 days the Chair will confirm the recommendation.

For courses supported by BAFEP – Grievance Procedure:

It is intended that the learning environment for learners studying with courses accredited by BAFEP should be open and supportive. It is recognised, however, that from time to time individual learners may have grievances against a tutor and that, therefore, a written grievance policy is necessary. This policy is designed so that grievances can be dealt with in as clear and constructive a manner as possible.

To this end, it is the responsibility of all BAFEP-linked tutors to ensure that:

- a) All learners are aware of this policy.
- b) The stages of the grievance procedure are:
 1. Any issue should be first raised with the tutor concerned. Where possible this will be dealt with face-to-face. In certain circumstances this may not be practicable and so the dialogue will need to take place by letter/telephone. The tutor will make themselves available to discuss the matter (either by phone or in person) normally within 2 weeks of the complaint. Complaints have to be made within 21 days of the alleged incident(s) involved.
 2. Where agreement cannot be reached, the tutor should contact the internal moderator (where assigned) or a member of the BAFEP Committee to arrange a meeting between the tutor,

the moderator and the learner. The learner and tutor should submit an account in writing within 7 days of the initial meeting (if unsuccessful) and before meeting with the internal moderator.

3. The decision of the internal moderator/BAFEP contact when taken is final.