Members are required to follow the Code of Conduct, Practice and Ethics of The British Reflexology Association.

**Code of Conduct**

Reflexology practitioners should at all times:

1. **Respect the needs of the patient and work towards the benefit of the patient within the scope of reflexology without causing any detriment to the patient**

   You should promote and protect the best interests of the people being cared for and must not exploit or abuse the relationship with a patient, client, user or carer. Personal views on sex, age, colour, race, disability, sexuality, social or economic status, lifestyle, culture or religious beliefs should not affect the way treatment is given or professional advice given.

   At all times the best possible care must be provided to patients, clients, users, either alone or with other complementary health practitioners, health and social care professionals. You must not do anything or allow anything to be done that you have reason to believe will put the health or safety of a patient, client or user in danger.

   If working in a team, you remain accountable for your professional conduct and any care or professional advice you provide. You must protect patients if you believe they are actually or potentially at risk from a colleague’s conduct, performance or health. The safety of patients, clients and users must come before any personal and professional loyalties all times. If a situation arises that puts a patient, client or user at risk, you should discuss the matter with a senior professional colleague or your Association.

2. **Respect the confidentiality of patients**

   You should respect the confidentiality of patients at all times. All information about patients, clients or users should be treated confidentially and used only for the purpose for which it was given. Personal or confidential information should not be released to anyone who is not entitled to it. Information about a patient, client or user should only be used to continue to care for that person or for purposes where that person has given specific permission for the information to be used.

   Conditions regarding any relevant data protection legislation must be followed regarding the handling of confidential information relating to an individual. It is particularly important to be careful not to reveal, deliberately or accidentally, confidential information that is stored on a computer.

   Confidentiality when treating minors may be a particular challenge and in most circumstances it would be appropriate to have an adult present at the consultation.

3. **Maintain high standards of personal conduct**

   You should maintain high standards of personal conduct, as well as professional conduct.

   Conviction of a criminal offence or receipt of a police caution must be informed to the Association and could affect your membership.

   A criminal offence involving the following may affect membership: violence, abuse, sexual misconduct, supplying drugs, drink-driving offences where someone was hurt or killed, serious offences involving dishonesty, any serious criminal offence for which a prison sentence is received.

**Code of Practice**

4. **Observe high standards of performance**

   All members are required to observe high standards of performance in their reflexology practice.
You should keep aware of developments within the field of reflexology and have a knowledge of other complementary therapies and practitioners available.

You should meet the requirements of continuing professional development (CPD) as may from time to time be required.

You should ensure that the place of practice is maintained in a clean, hygienic manner and in a safe environment to all users.

5. **Act within the limits of your knowledge, skill and experience and, if necessary, refer on to another complementary health practitioner or healthcare professional**

You should be aware of conditions which are not within the scope of reflexology treatment and should not treat such conditions. Only practise in those fields in which you have had appropriate education, training, qualification and experience and not include other therapies within the reflexology treatment without the consent of the patient.

Do not diagnose medical disorders though diagnosis of reflex areas which are out of balance is acceptable.

Duty of care to patients includes the obligation to refer them for further professional advice or treatment if it becomes clear that what they need is beyond your own scope of practice. Referral might be to a general practitioner or other complementary health practitioner.

Be prepared to work in collaboration with a patient's general practitioner or complementary health practitioner or other health consultant.

6. **Maintain appropriate and effective communications with patients, clients, users, carers and other professionals**

Take all reasonable steps to make sure you can communicate properly and effectively with your patients, clients and users, their carers and family. If involved as part of a healthcare team, then communicate effectively, co-operate and share knowledge and expertise with professional colleagues for the benefit of patients, clients or users.

7. **Obtain informed consent to give treatment**

Explain to the patient, client or user the treatment you are intending to carry out, the risk involved and any other treatments possible and obtain informed consent to any treatment you do. It is recognised that in emergencies you may not be able to fully explain treatment or get informed consent.

8. **Keep accurate patient, client and user records**

Keep records for everyone treated or who asks for professional advice or service. All records should be complete and legible and all entries should be dated.

All records should be kept securely and protected against loss, damage or use by anyone who is not authorised. Computer based systems for keeping records should be protected against anyone tampering with them.

9. **Keep in good physical, emotional and mental health**

Take action if your physical, emotional or mental health is affected which could affect your fitness to practise. Consider stopping practise or changing your practice in some way in the best interests of protecting your patients.

Be aware of the need to protect patient, clients and users, their carers and families, staff and oneself from infection. Be aware of rules of confidentiality when dealing with people who have infections such as sexually-transmitted diseases.
Code of Ethics

10. Be aware of the rules of advertising in making no claims for curing of disorders or claims of results of treatment, as set down by the British Code of Advertising Practice.

Any advertising undertaken in relation to professional activities must be accurate and should not be misleading, false, unfair or exaggerated. It is not acceptable to claim that personal skills, equipment or facilities are better than anyone else’s.

You should not make or support unjustifiable statements relating to particular services or products.

The financial implications of treatments and products should be made clear.

11. Carry out duties and responsibilities in a professional and ethical way

At all times carry out duties and responsibilities in a professional and ethical way. Patients, clients and users are entitled to receive good and safe standards of practice and care.

Be loyal and supportive to other members of your profession and to other complementary health practitioners and do not solicit patients from another practitioner in the same locality.

Be covered by public liability and professional malpractice insurance.

12. Behave with integrity and honesty

At all times behave in such a manner that would not bring the profession into disrepute.

You must not be involved in any behaviour or activity that is likely to damage your profession’s reputation or undermine public confidence in your profession. Appropriate professional boundaries must be maintained between practitioners and the patient, client or user – development of a personal relationship must result in the cessation of the therapeutic relationship.

Complaints and Disciplinary Procedures

1. No Member shall conduct himself in his professional capacity in such a manner as shall, in the opinion of the Board, dishonour the profession or the prestige of the Company.

2. Members are expected to adhere to the Code of Conduct, Ethics and Practice which the Association may have in place.

3. Any complaint about a Member should be submitted in writing to the Secretary detailing the name and address of the member and the nature of the complaint. Such a complaint must be submitted within 3 months of the alleged complaint taking place.

4. The Association will reply to the complaint in writing within 28 days of receipt of the complaint.

5. If it comes to the knowledge of the Board that a Member has been rightly accused of dishonourable conduct it shall be the duty of the Board immediately to investigate the matter.

6. The Board may set up a committee at the time to deal with complaints and disciplinary matters. The committee shall be made up of a chairman plus at least two other members to resolve the matter in hand. The Members of the committee should not be associated with a matter relating to the nature of the matter in hand. The committee is authorised to decide the outcome of the issue which will be notified to the Board.

7. If, in the opinion of the Board, the alleged offence appears to be derogatory to the dignity, honour and interests of the Company or a violation of its Memorandum and Articles of Association or bye-laws, the accused person shall be summoned to appear before the Board to give an explanation.

8. If the accused is unable to attend in person he may send a written explanation to the Secretary which shall be considered by the Board.
9. The Board may, upon such grounds as shall in its discretion be deemed sufficient, censure, suspend or expel from the Company any Member save that no expulsion shall be valid or effectual until the Member thereby affected shall have received in writing three weeks notice of the particulars alleged against him, and shall have (if he requests by notice in writing to the Secretary) been heard, with any witnesses or other evidence he may desire to produce, before the Board.

10. The person/parties in the dispute have a right of appeal to the Chair of the Association who will review the process and evidence and make a final decision. Once a matter has been referred to the Association for resolution it is incumbent on the parties concerned to accept and abide by the decision reached.