

*Last Modified 6-15-18*

### **AHG Complaints Resolution Process**

The AHG has a formal process in place for submitting complaints regarding the conduct of registered herbalist members. Before submitting a complaint please read the following carefully.

1. The AHG will consider complaints only regarding the conduct of a registered herbalist member as it relates to the AHG [Code of Ethics](#). The AHG has no authority over conduct unrelated to the mission, values, and Ethics of the organization.
2. The only potential remedy that the AHG has in its domain is regarding the status of registered herbalist membership of the individual in question. AHG has no authority to mandate financial reimbursements or other forms of recompense.
3. AHG will refer information received as appropriate to other organizations, agencies, or authorities.
4. All allegations must be substantiated. The AHG cannot take action based on hearsay. All complaints will be considered carefully and when appropriate, an investigation will be launched which will include gathering information from the individual who is the subject of the complaint.
5. Those submitting complaints should provide as much detail as possible, and in writing (barring extraordinary circumstances such as lack of literacy).
6. Strict confidentiality will be respected by all individuals involved in the complaints process. However, barring extraordinary circumstances anonymous complaints will not be accepted; the complainant must take into account that it may be possible through the course of the investigation for those involved in the dispute to identify the complainant.

*To submit a complaint, email [office@americanherbalistsguild.com](mailto:office@americanherbalistsguild.com)*