CNHC Complementary & Natural Healthcare Council

POLICY

Publication of Complaint Outcomes Policy

Version 1
Live from November 2026

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professional standards authority accredited register

CYBER ESSENTIALS CERTIFIED PLUS

POLICY

What we publish about complaint outcomes, and for how long

How we balance openness and public protection with fairness to registrants and the privacy of complainants and clients.

1 What this policy covers

1.1 This policy explains what we publish about the outcomes of complaints about CNHC registrants, where we publish it, and for how long. It supports Part 5 and Appendix 2, paragraph 27 of our **Detailed Procedures for Dealing with Complaints**, and section 8 of our Accepted Outcomes Policy.

1.2 We publish outcomes so that the public can make informed choices, to maintain confidence in the Register, and to show how we uphold standards. We do not publish to punish.

2 Why we publish, and for how long

2.1 We publish only what is needed to protect the public, help people make informed choices about who they see, and maintain confidence in the Register. Publication is proportionate: we publish an outcome for as long as it affects the registrant's practice, and no longer.

2.2 Removals are published without a time limit because a removed practitioner can no longer practise as a CNHC registrant, and the public need to be able to check this for as long as it remains the case. If a removed practitioner is restored to the Register, we take the removal down within seven days and publish any Registration Conditions while they are in force.

2.3 We publish in line with data protection law. We will complete, and review with this policy, a data protection impact assessment for publishing complaint outcomes. We check every published entry for accuracy before it appears, and correct any error as soon as we know about it.

3 What we publish

Outcome	Published?	How long	What is shown
Decision to take no further action	No	—	Told to the registrant, complainant and any Interested Third Party.
Complaint closed as vexatious (Procedures 14.10)	No	—	Told to the complainant with reasons, and to the registrant if they know about the complaint.
Frequent complaints resolved informally, without being treated as a complaint (Procedures 14.11)	No	—	The person is told in writing how further complaints will be handled. If formal action follows, the rules in this table apply to its outcome.
Warning (Case Examiners)	No	—	Disclosed to the complainant and any employer. Kept on record.
Accepted outcome: Caution	Yes	While in force (up to 2 years)	Summary of the concern, facts, outcome and reasons.
Accepted outcome: Restriction of Practice Order	Yes	While in force (1 to 3 years)	As above, plus the restrictions that apply.
Interim Order	Yes, on the Register entry	While in force	That an Interim Order is in place, and its type. Not the allegations.
Date of a Panel hearing	Yes	From 28 days before the hearing until the decision	Registrant's name, discipline and hearing date.
Panel finds no impairment, or takes no further action	Only if the registrant asks	—	A short statement that the allegations were not found proved.
Panel or consensual disposal: Caution	Yes	While in force (up to 2 years)	Panel's findings, determination and reasons.
Panel or consensual disposal: Restriction of Practice Order	Yes	While in force (1 to 3 years)	As above, plus the restrictions.
Panel or consensual disposal: Suspension	Yes	While in force (up to 2 years)	As above.
Removal	Yes	No time limit, unless the practitioner is restored to the Register	As above.

Outcome	Published?	How long	What is shown
Appeal and review decisions	Yes, where the outcome is published	Same as the original outcome	The outcome of the appeal or review.

3.1 Published decisions appear on the registrant's entry in the Register and on the hearings and decisions page of our website.

3.2 A published decision gives enough detail for a member of the public to understand what happened and why: a summary of the concern, the facts found or accepted, the outcome, and the reasons.

4 What we never publish

- the name of the complainant, or of any client or witness
- details of anyone's health, including the registrant's
- information that could identify a client
- warnings, decisions to take no further action (unless the registrant asks), and complaints closed as vexatious

4.1 Where a case was decided under the Health Procedure, we publish the outcome and that it relates to health, but no health details.

5 Before we publish

5.1 We tell the registrant and the complainant what will be published, and when, before it appears. We will consider any concern that the wording identifies someone, or includes information that should not be published, but we will not change the substance of a decision.

5.2 Where a decision is appealed or reviewed, the original decision stays published unless the Appeals Panel or reviewer decides otherwise. We update the entry as soon as the appeal or review is decided.

6 Removing published information

6.1 We remove a published outcome when it ends, within seven days. We keep a record of all outcomes in line with our Record Retention Schedule, and may disclose past outcomes to statutory regulators or other Interested Third Parties where it is in the interests of justice (Appendix 2, paragraph 27.2).

7 Review

7.1 We will review this policy every two years, or sooner if the PSA's Standards or guidance change.

Document control

Version	1
Status	Live from November 2026
Replaces	New document. Sets out in one place the publication rules in the Detailed Procedures and the Accepted Outcomes Policy (PSA condition 8).
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Approved by	The Head of Operations and Governance and the Chief Executive (shared with the Board for information)
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Questions about this document: email **complaints@cnhc.org.uk** (our main contact method) or telephone 020 3327 2720.