



American Herbalists Guild (AHG) Complaint Process

The American Herbalists Guild is committed to promoting ethical, professional herbal practice. Individuals who believe an AHG member has violated the AHG Code of Ethics or Code of Conduct may submit a complaint using the process below.

How to Submit a Complaint

Anyone may file a complaint about the conduct of an AHG member or Registered Herbalist (RH), or about an AHG presenter, teacher, or contributor. **Please thoroughly review what can and cannot be investigated before submitting your complaint!**

Submit a complaint by:

- [Online Complaint Form](#)

You will need to provide:

- Your contact information
- Description of the concern and what part of the [Code of Ethics](#) or [Code of Conduct](#) has been violated
- Any supporting documentation (optional)

All complaints are handled confidentially.

Before You File a Complaint

AHG Can Investigate:

- Complaints alleging that an **AHG member (including Registered Herbalists (RH) or Board members)** has violated the AHG Code of Ethics or Code of Conduct

AHG Cannot Investigate:

- Complaints about **herbalists, individuals or organizations** who are not AHG members
- Complaints solely about business disputes
- Complaints solely about employment, contractual disputes, or issues relating to business operations or premises



- Complaints solely about fees or costs of treatment
- Complaints with the intention to harass people (vexatious)
- Complaints which solely relate to a member's personal life
- Complaints which lie solely within the jurisdiction of another regulator and which should have been made to that regulator
- Criminal activities

AHG Cannot:

- Reverse decisions of other organizations or courts
- Provide refunds. Compensation, or other financial remedies
- Provide legal advice
- Require members apologize
- Publicly shame or call out individuals

Anonymous Complaints:

- Anonymous complaints may not be actionable if sufficient information cannot be independently verified.

Statute of Limitations:

- Complaints must be filed within 1 year of the incident
- Only current AHG members are eligible subjects

Remedies:

- Censure a member (warning or statement of concern)
- Remove a member from AHG committee or leadership positions
- Suspend or revoke membership
- Temporarily or permanently revoke RH credential
- Take no further action
- Recommend other processes or remedies

AHG cannot enforce public shaming, legal actions, or financial penalties

Complaint Process Timeline

All timeframes are measured in business days unless otherwise noted; The Ethics Oversight Chair will provide a formal acknowledgment within the established response period. If a



complaint is submitted during weekends, holidays, or other periods of Director absence, an automated out-of-office message may be generated. In such instances, the response timeframe commences on the next business day following the Director's return.

1. Intake and Acknowledgment

- The Ethics Oversight Committee receives the complaint and sends an acknowledgment within five business days.

2. Initial Review

- The Ethics Oversight Committee reviews the complaint.
- Within 10 business days: A decision is made to proceed, dismiss, or refer.

3. Investigation

- If accepted, the Ethics Oversight Committee assigns the matter for investigation to the Ethics Review Advisory Committee to conduct an investigation.
- Investigations are completed within 30 calendar days of commissioning, subject to approved extensions.

4. Board Review

- Following the investigation, recommendations are presented to the Board of Directors for final determination.
- The Board reviews the matter at the next regularly scheduled Board meeting following receipt of the recommendation.

5. Notification

- Both parties are notified in writing of the Board's decision.

6. Appeal

- Either party may submit an appeal within three (3) weeks of notification.
- Appeals are reviewed and decided by the Board of Directors.

Confidentiality

All complaints, investigations, and related records are treated as confidential. Individuals participating in the process, including Board members, committee members, investigators, and staff, are required to comply with AHG confidentiality and conflict of interest requirements.