

## ORGANIZATIONAL POLICY

June 30, 2009 (v1.2)

# ETHICS COMPLAINTS

## *Non-Members*



The Handcrafted Soap & Cosmetic Guild is concerned with the general level of ethics within the entire handcrafted soap industry. Unethical actions by individuals within the industry can have an impact on the industry as a whole, thereby affecting all handcrafted soap makers.

However, the HSCG only has the authority to address any ethics issues with individuals who are current members of the organization. Therefore any informal ethics complaints received concerning non-members are handled differently than as outlined in HSCG Policy of April 28, 2005, *Procedures for Reporting and Handling Ethics Complaints*.

Any complaints concerning the actions of non-members are directed to the Ethics Committee for response. As with all other communications with the Ethics Committee, these complaints are handled with confidentiality and discretion.

The Ethics Committee takes the following actions concerning a complaint regarding the actions of a non-member:

- 1) Reply to the sender acknowledging receipt of the complaint and send him/her a copy of this policy explaining what will be done with the complaint. Ask the sender if he/she would like the HSCG's assistance in resolving the matter.
- 2) If the sender would like the HSCG's assistance, the sender may want to send a revised statement of their complaint since it will be forwarded to the person about whom they are complaining.

Once any revisions are received from the sender (if applicable), a copy of the complaint along with a letter and a copy of this policy are sent to the person the about whom the complaint is being made. In the letter, the Ethics Committee should make it very clear that this is being done as a courtesy and the intent is only to inform the person that someone made a complaint about her; and that no action is being taken by the HSCG Ethics Committee and no judgment about the veracity of the complaint has been made. At least by informing her, she has the option to address the complaint with the individual and hopefully resolve it in some manner.

- 3) If there is any further communication from either party, the Ethics Committee should be as helpful as possible, but must remain neutral and is not authorized to decide or issue judgment of any kind in the matter.
- 4) The Ethics Committee files copies of the complaint (and any responses or further communications) in the Ethics folder of both involved individuals.
- 5) No further action is taken.

If matter is resolved and complainant requests that the complaint be withdrawn, any copies of the complaint and subsequent communications are pulled from the files and destroyed.

Approved June 30, 2009  
by the Board of Directors

History:

June 30, 2009	(v1) Original Publication Date
Oct 7, 2013	(v1.1) Amended to incorporate name changes.
May 4, 2018	(v1.2) Reformatted.