

International Federation of Reflexologists
Aims and Objectives
IFR

The Aims of the IFR are:-

To initiate and maintain a programme of professional education and training designed to stimulate and uphold high professional standards of qualification and practice throughout its membership, for the benefit of Reflexology and the general public and to be a focal point of communication for the profession.

The Objective of the IFR are:-

- A. To establish standards of professional training and qualifications appropriate to membership of the IFR
- B. To validate professional Reflexology courses which meet the standard of the IFR
- C. To maintain a Register of Professional members, which will be available to the general public
- D. To disseminate as widely as possible, via politicians, the general press and other media, all appropriate information relating to the practice of Reflexology
- E. To publish a professional newsletter/journal for the benefit of the Membership
- F. To provide disciplinary procedures in the event of serious professional misconduct
- G. To maintain professional standards of its membership by requiring their strict adherence to a code of ethics and practice
- H. To offer support to student members and qualified members via the Telephone Helpline and any other available communication medium
- I. To offer on-going training to fully qualified members (CPD)
- J. To offer associate membership and facilities to those therapists not qualifying through an IFR tutor or school
- K. To offer assessment facilities to those therapists who wish to become full members immediately rather than follow the Associate Membership route

International Federation of Reflexologists Code of Ethics and Practice IFR

1. The member must recognise that his/her primary concern is for the client
2. The member will practice his/her skills to the best of their ability, irrespective of client's religious, social or political views, colour, creed or gender
3. The consultation with the client will include the keeping of accurate recordings of all treatments, including the following details:

Client's Name
Address
Telephone Number

GP's Name
Address
Telephone Number

Plus the clients detailed medical history and lifestyle following the format of a questionnaire

4. The IFR member must keep accurate written records of treatment in accordance with the data protection laws.
Support diagrams may be used but are not considered an adequate method of recording
5. The member must not divulge to anyone any knowledge gained during consultation or treatment without prior written consent of the client, except when required to do so by law or in specific extraordinary circumstances, i.e. when advice must be sought from a relevant authority or the IFR
6. The member must avoid any abuse of the privileged relationship which exists between client and therapist. Immoral conduct in the course of practice is forbidden
7. The member must NOT
 - a. diagnose a medical condition
 - b. use any implement
 - c. make any claims to cure
 - d. give unqualified advice
 - e. operate an immoral practice
8. In the event where the existence of a serious condition or a condition which may need medical advice being sought; the member should advise that client to consult his/her own GP.
9. The member should explain Reflexology to the client prior to the commencement of treatment



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10. The member who practise more than on therapy should make it clear to the client that no other therapy forms part of the reflexology treatment. If it is the intention of the therapist to include any other therapy as part of a reflexology treatment, i.e. reiki, the client's written permission must be given prior to commencement of any treatment at each and every visit
11. The member must not attempt, by any means, to entice a client to leave another therapist without the prior consent of that therapist
12. The member must take all reasonable precautions to ensure adequate hygiene and safety for themselves and their client and that the therapist's health is such as to cause no damage to a client
13. The member must ensure their place of work is maintained in such a condition as to reflect credit on the profession and the professional body, the IFR, to which they are affiliated
14. The couch and chair and all similar equipment used for the client must be sturdy, safe, clean and fit for purpose
When a bowl is used for washing feet prior to a Reflexology treatment it must be clean, sturdy and of adequate size
The treatment room and all building facilities used by the client should have good lighting and ventilation and meet all legal safety standards
The toilet and washing facilities, including soap and towels or other means of drying, should be adequate
15. It is the responsibility of the therapist to observe any local bye-laws with regard to the therapy undertaken
It is also his/her duty to be aware and observe laws on public health, hygiene and safety
16. Advertising
 - a. No advertising placed by a member should make claims to medical diagnosis or to cure
 - b. All advertisements should be of a standard such as not to bring the profession into disrepute
 - c. Newspaper and Magazine Advertising - Advertisements may be placed only in magazines and newspapers of relevant standing
17. Full members of the IFR must be insured for professional malpractice and public liability
Full members can avail themselves of the IFR insurance scheme, but those not so doing must obtain appropriate insurance cover from another source
18. Only Full Members are allowed to use the letters M.I.F.R
Associate members use the letters A.I.F.R



19. The IFR reserves the right to accept or refuse membership applications and to terminate existing membership in accordance with the Disciplinary Code.
The decision of the IFR is final
20. This code is not a substitute for those of other bodies to which a member may belong
21. A signed Application for Membership is taken to mean acceptance of the Code of Ethics and practice
22. Membership will be terminated if membership fees are not paid within two months of due date

International Federation of Reflexologists
Conditions of Membership
IFR

1. That you conduct yourself in a manner befitting a professional therapist
2. That you do not treat conditions beyond your skills
3. That you have qualified from an approved training course or been assessed by the IFR as competent to practice
4. That you agree to abide by the IFR code of Ethics and Practice
5. That in accordance with the Data Protection laws you undertake to keep an up to date filing system to maintain client's personal and medical data
6. That having obtained the client's permission you undertake to liaise with the client's GP and seek support and approval for treatment when and if the need should arise
7. That you maintain appropriate Professional Indemnity Insurance to an acceptable level at all times
8. That your place of practice is suitable for purpose and is maintained in a hygienic and tidy state at all times
9. That you make clear to the client the cost of the treatment prior to giving that treatment to the client
10. That if you practice any other therapy you make clear to the client that no other therapy forms part of a Reflexology treatment
11. That you confine treatment to the Feet and Hands only, except in such cases where proven professional techniques of ear and/or Face Reflexology have been identified separately
Neither Ear nor Face Reflexology may be given as an addition to the feet and/or hands Reflexology but only instead of a treatment to the feet or hands
12. Neither Ear nor Face Reflexology may be performed by an IFR member prior to approval of the syllabus and assessment method and the written approval of any certification by the IFR.
13. That you implement the IFR Confidentiality Clause
14. That you accept that the IFR membership certificate remains the property of the IFR.



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15. That in the event of you leaving or being asked to leave membership of the IFR you will return the IFR membership certificate without delay
16. That you agree to undertake annual CPD as required by the IFR.

**International Federation of Reflexologists
Complaints Procedures
IFR**

1. The complainant should write to the secretary of the IFR, and such written notification to reach the office within fourteen days of the alleged incident
 - a. The complainant will give details of the occurrence in the form of a written communiqué
 - b. The time, date and day the alleged occurrence took place will be notified to the IFR in the initial letter
 - c. The name, address and telephone number of the accused will be notified to the IFR in the initial letter
 - d. The name, address and telephone number of the premises where the alleged incident occurred will be notified to the IFR in the initial letter
 - e. The name, address and telephone numbers of witnesses present will be notified to the IFR in the initial letter

2. The complainant will receive:-

- a. Acknowledgement of the complaint correspondence within seven days of its receipt at the IFR office
- b. The complainant will receive from the IFR office a copy of the Disciplinary Procedures Therapists documentation
- c. The complainant will receive from the IFR office copies of the Complaint Procedures documentation

3. Investigation of the complaint

- a. The accused will have access to the letter of complaint
- b. Complaint investigation will be carried out on behalf of the IFR by the Disciplinary Procedures Committee representative
- c. Investigation of the complaint will proceed on the basis of the accused having full access to details of the complaint laid against him/her

4. Initial Inquiry into the Complaint

- a. The initial written communiqué with the accused will be in the form of an inquiry letter
- b. The depth of question in the inquiry letter will be relative to the complaint
- c. Following the initial inquiry into the complaint the complainant will be notified of the outcome within seven days of the outcome decision having been reached
- d. The complainant will be notified within seven days from the initial inquiry outcome of the next steps in the procedure according to the disciplinary procedures documentation

5. Investigation of complaint at Presenting Level

- a. The complaint will be investigated in accordance with the IFR Disciplinary Procedures documentation
- b. The complainant may be invited to attend the Disciplinary Procedures Committee hearing to answer questions on the alleged occurrence
- c. The complainant may bring to the hearing a friend (for support)
- d. Witnesses named in the complaint against the IFR member may be called before the investigating Disciplinary Committee
- e. The complainant will be notified of the final outcome of the disciplinary committee
- f. The time span for notification of final outcome will depend on the stages entered into for the investigation

7. When to expect feedback on the outcome of the investigation

- a. Feedback from initial inquiry will be eight weeks from the initial complaint being lodged
- b. Should the complaint go to a hearing committee the findings will be notified to the complainant within twelve weeks from the initial complaint having been lodged
- c. In the event of the complaint going to appeal the outcome of that appeal will be notified to the complainant within eighteen weeks from the initial complaint being lodged

8. What are the procedures for complaint made by a therapist?

- a. Write a letter to the IFR giving details of the complaint
- b. The letter should include time, date and day of the incident
- c. The letter should contain details of the location and address where the incident took place
- d. The letter should contain details of the complaint
- e. The complainant should be advised to write details of the complaint to the IFR
- f. A copy of the Complaints Procedures and the Disciplinary Procedures should be made available to the complainant

9. The IFR will take action on behalf of the Therapist

- a. The IFR will investigate the complaint provided the complainant puts the complaint in writing
- b. The IFR will advise the therapist of the steps to take depending on the complaint laid against the therapist



10. To Enable all Complaint to be dealt with Efficiently the Therapist Should:-

- a. Familiarise him/herself with the Code of Conduct and Practice
- b. Familiarise him/herself with the Disciplinary Code
- c. Familiarise him/herself with the leaflet, “What the patient/client should expect from the therapist”
- d. Familiarise him/herself with the literature, “What the therapist will expect from the patient/client”



Disciplinary Procedure

Objectives

To protect the public, ensure high professional standards and uphold the reputation of the IFR and its members.

Introduction

1. Compliance with the Code of Ethics and Practice is mandatory for all IFR members, as is compliance with the law in connection with the therapy. Ignorance is no excuse for failure to comply. Membership of the IFR also implies acceptance of and adherence to this Disciplinary Procedures, or any amendments to it put forward by the IFR executive committee

2. Investigation of the facts will be the responsibility of the Disciplinary Committee (D.C.), which will inform the chairperson or secretary of the IFR in writing of every action taken

3. Speed is of the essence when establishing facts and in the recording of information on any event which could lead to the position of a penalty upon a member, or which could generate unwelcome publicity. In the event of there being or likely to be any adverse publicity, immediate notification must be given to the chair or secretary of the IFR in the form of a confidential report outlining the facts. In such a case the chair of the D.C. must take no further action unless and until advised to do so by the executive committee

4. All information relating to disciplinary matters must be treated as strictly confidential and relevant papers are to be kept in a secure place and all documentation to be returned to the IFR Executive Committee at the finalisation of the proceedings

5. Matters covered by these disciplinary procedures

5.1 Breaches of the IFR Code of Ethics and Practice

5.2 Any conduct by a member which in the opinion of the IFR, is likely to bring the organisation into disrepute

5.3 Dishonest or fraudulent misrepresentation in applying for membership of the IFR

5.4 Conviction for a criminal offence involving dishonesty, indecency, violence, drugs or alcohol

Note

1. Where parties outside the framework of the IFR have instigated legal proceedings the Disciplinary Proceedings will be held in abeyance pending the outcome of such legal proceedings.
2. It is not the policy of the IFR to initiate legal proceedings on behalf of itself or its members

Procedures for the Disciplinary Committee (D.C.)

6. All complaints or matters relating to an individual practitioner will be handled by an appointed disciplinary committee chaired by an Independent Lay Person. Details of information received and dispatched must be forwarded via the IFR offices, with copies to the Executive Committee.

7. The D.C. will have the power to carry out a full inquiry into any complaint or disciplinary matter received and to recommend appropriate action to the chair of the IFR. In carrying out its responsibilities the D.C. will observe the rules of natural justice

The Disciplinary Committee

8. The Disciplinary Committee will be appointed by the executive committee, and will be accountable directly to the Executive and the Independent Lay chair. A member of the Executive Committee will serve on the Disciplinary Committee. The D.C. members will be appointed from the IFR membership

9. The Disciplinary Committee members will contact members of the IFR officially during the course of the complaint

10. The executive committee will approve all documentation originated by the D.C. for its use

11. No information originated by the D.C. will be published without the approval of the Executive Committee

12. For disciplinary hearings the D.C. will consist of not less than 3 IFR members, both male and female, an external lay person appointed by the Executive Committee to chair meetings and an Executive member of the IFR

13. Upon receipt of written evidence of a possible breach of the code of conduct, the IFR secretary will directly obtain the complainant's written permission for a copy of the allegations to be sent to the IFR practitioner who is the subject of the complaint. If permission is not given the matter will not be pursued. (The member will be notified that a complaint has been made, but that the complainant is not willing to pursue. The member will not be notified of the complainant's details)

13.1 The D.C. may request the IFR member to comment in writing within three (3) weeks of their receipt of the allegation

13.2 Having studied the complainant's and the member's written statements, the D.C. may decide to hold a disciplinary hearing

13.2.1 The complainant and the member may be called before the D.C. for further investigation and interview. These proceedings will be executed with both parties present, or separately at the discretion of the chair and members of the D.C. Those called for interview are entitled to bring to the inquiry a friend or advisor. Detailed notes will be recorded

13.2.3 Should the complainant not make full and frank disclosures of relevant information, the procedures may be dropped at the discretion of the D.C. Should the member fail to provide the relevant information to the D.C., the sanctions in clause 15 may be invoked

13.2.4 The member will be notified of the date, time and place of the disciplinary meeting. Should the member fail to reply in writing or fail to attend the meeting, the meeting will go ahead and be held in the member's absence.

Powers of the D.C.

14. In cases where there is a reason of concern that continued practice of Reflexology by an individual may harm patient/client or exacerbate scandal, the subject under investigations may be suspended for not more than two calendar months on the authority of the D.C., pending urgent preliminary investigation. The individual concerned must be informed in writing by secure means forthwith. The chair or the secretary of the IFR will sign the advisory letter

15. The D.C. shall have the power to dismiss the complaint or to impose one or more of the following penalties. Such penalty imposition must be communicated forthwith to the member concerned in writing by safe means via the IFR office.

- a. Require the member to give written undertaking to refrain from continuing or repeating the conduct
- b. Take such other action as the D.C. sees fit (other than expulsion or suspension) to prevent the member from continuing or repeating the conduct which constitutes the contravention
- c. Suspend the member for such a period as the D.C. may determine

16. When a member is expelled from the IFR the D.C. will further consider all aspects of the case and advise the Executive Committee as to the appropriateness of notifying other complementary bodies of the action taken



Costs

17. Both the complainant and the member will be responsible for their own costs

Appeals

18. Notice of appeal must be given in writing within two calendar months of receiving notification of the decision. Should the member appeal the periods of suspension or penalty will be held in abeyance until the appeal is heard

18.1. An appointed body consisting of one (1) executive member, one (1) IFR member and two (2) non IFR members will hear the appeal. No person who has been directly involved in the production of the D.C. report will hear the appeal. This committee shall have the power at its discretion to confirm or quash any decision and/or substitute such other penalty within the scope of this document. Such decision to be reported directly to the IFR chair

Confidentiality

19. No external body outside the Executive Committee and the D.C. of the IFR will be privy to any matters involved in the investigation unless specifically decided under clause 16

20. All those who are invite to sit on the committee will be bound by the Code of Confidentiality

21. Communication will be on IFR headed paper only, via the IFR offices

What the IFR Member Expects from the Patient/Client

Please arrive at the clinic five minutes before your appointment

Please notify us at least twenty four hours prior to cancellation of an appointment

In case of cancellation due to illness please notify the Reflexologist as soon as possible

Please ensure that feet and particularly toenails are clean

Please ensure as far as practicable, that you are not suffering from any contagious disease which is likely to put the Reflexologist or his/her patient/clients at risk

Honesty in relation to current state of health and medication

Payment for the treatment on the day the treatment is received, as no credit is available

When treatments are offered as a course, to pay for the course as advertised at the clinic

That you act on the professional advice of the Reflexologist, especially in relation to seeking further medical opinion

That you make payment for non attendance at an appointment when you have not previously notified the Reflexologist of your intention not to attend the set appointment (The Reflexologist will use discretion regarding enforcing this requirement)

What the Patient/Client should Expect from the IFR Member Reflexologist

A Professional, Sympathetic, Understanding Approach

Confidentiality

A Full consultation at first visit

Review of consultation at each subsequent visit

Review of treatment outcome at each subsequent visit

Advice on what to expect from the treatment

A Professional IFR Reflexology Treatment, taking into consideration areas where Caution should be exercised

Referral to Medical Practitioner when deemed necessary

That the IFR Reflexologist will not treat or give advice beyond his/her skill

That the IFR Reflexologist will not treat the patient/client who is Contra Indicated

That the IFR Reflexologist will give appropriate aftercare advice

That the IFR Reflexologist will advise on the type of reactions to expect between visits to the Reflexologist

Obvious Hygienic Conditions and Actions

Safe, Comfortable Practice/Clinic Equipment

A displayed copy of Insurance Policy (mobile therapists will carry a copy)

A displayed Copy of up-to-date IFR Professional Membership Certificate (mobile Reflexologists will carry a copy)

To have evidence of a current IFR yearly membership card