



# Natural Therapies Certification Board

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## Practitioner Dissatisfaction of the NTCB's Course of Action

The Natural Therapies Certification Board has established well defined standards that govern the certification of practitioners in all of the therapeutic modalities offered through our board. These standards are maintained through levels of education and training that are required of certified providers as well as through the adherence to our Code of Ethics. We value the rights and interests of both our practitioners and their clients. There are times when the NTCB may need to take appropriate steps when it has come to our attention that the needs and rights of individuals have been compromised by one of our certified providers. The NTCB may also need to make appropriate decisions where necessary when a practitioner fails to comply with our standards and other certification parameters such as maintaining educational and training requirements and applying established NTCB fees.

If you, as a certified practitioner through the NTCB are dissatisfied with decisions made regarding a complaint about your services please consider the following suggestions.

1. Evaluate your compliance with educational and training requirements, as well as keeping current with any certification fees that are mandated.
2. What recourse would you offer to re-establish compliance?
3. Review the [Code of Ethics](#)
4. Take quiet time to consider what aspect of the Code has been violated in the complaint filed against you.
5. Ask yourself why this violation has occurred.

6. What recourse has been taken by you to redeem the violation?
7. If you are dissatisfied with action taken by the NTCB; what ideas or plan would you offer as a satisfactory alternative to the given solution?
8. What is your commitment to your clients and the NTCB organization?
9. What suggestions can you offer to recreate an optimal professional relationship with the NTCB?

Submit a written request to the NTCB Executive Board with your concerns. Include information that will clearly outline your concern, the facts involved with this situation to the best of your knowledge, and appropriate information based on the above noted suggestions. The board members will review your submission with non-partial consideration and respond to your request in a fair and timely manner.

Email your submission to: [info@ntcb.org](mailto:info@ntcb.org), **Attn: Executive Board**