

Appendix 2 - THE CLIENT CHARTER related to the NUTRITIONAL THERAPY CONSULTATION **Terms of Agreement:**

Centre for Nutrition Education and Lifestyle Management (CNELM) Client Charter

Our Commitments to You and raising a Concern:

The CNELM Clinic is a Teaching Clinic for Supervised Consultations that take place online using Zoom Video Conferencing software. Consultations relate to Nutritional Therapy and Dietary Education that incorporate use of coaching that draw on the use of neuro-linguistic programming (NLP) techniques.

Clinic Supervisors for Nutritional Therapy and Dietary Educator consultations are qualified Nutritional Therapists who are:

- Registered with the Complementary & Natural Healthcare Council (CNHC);
- Professional Members of the British Association for Nutrition and Lifestyle Medicine (BANT);
- Insured to practice.
- Clinic Supervisors are overall responsible for the consultations and recommendations made, and as a Client, you are the Client of the Clinic Supervisor.

Students participating in the Teaching Clinic are registered on one of the following programmes taught as CNELM and accredited by the Nutrition Therapy Education Commission (NTEC) as a route to practice as a Nutritional Therapist:

- BSc (Hons) Nutritional Science + CNELM Personalised Nutrition Practice Diploma (PNPD)
- MSc Personalised Nutrition + PNPD
- Postgraduate Diploma Personalised Nutrition + PNPD

CNELM Students participating in the Student Teaching Clinic acquire coaching skills that invariably lead to an NLP Practitioner Certificate. Students draw on coaching skills in each consultation to support Clients to implement and sustain lifestyle change.

CNELM has a commitment to educate and train Students to become effective and 'safe' Nutritional Therapists that, subject to a range of eligibility criteria, enables them to apply to register with the Voluntary Regulator the CNHC and apply to become a professional member of BANT.

You may be interested to view the following websites:

NTEC: <http://www.nteducationcommission.org.uk/>

CNHC: <https://www.cnhc.org.uk/>

BANT: <http://bant.org.uk/>

Nutritional Therapy Descriptor provided by BANT:

Nutritional therapy is the application of nutrition and lifestyle medicine sciences in the promotion of health, peak performance and individual care. Registered Nutritional Therapy Practitioners assess and identify potential nutritional imbalances and understand how these may contribute to an individual's symptoms and health concerns. Practitioners consider each individual to be unique and recommend personalised nutrition and lifestyle programmes rather than a 'one size fits all' approach. Personalised nutrition is tailored specifically for you, taking into account your health journey, your health goals and dietary preferences. The practitioner may use functional tests to inform the recommendations that are based on your unique biological individuality.

Personalised nutrition consultations are relevant for individuals with chronic conditions, such as diabetes, obesity, cardiovascular disease, and osteoporosis; anyone with persistent digestive issues or those wishing to support an autoimmune condition, as well as those looking to enhance their health and wellbeing. Recommendations are not a replacement for medical advice; practitioners frequently work alongside medical professionals to support individuals' wellbeing. BANT practitioners do not diagnose or treat disease, and recommendations are not a replacement for medical advice; practitioners frequently work alongside medical professionals to support individual's wellbeing.

The Clinic Supervisor, the Student and CNELM requests that the Client understands the following:

- The degree of benefit obtainable from Nutritional Therapy may vary between clients with similar health problems and following a similar Nutritional Therapy plan.
- Nutritional advice will be tailored to support health conditions and/or health concerns identified and agreed between both parties.
- Nutritional therapists are not permitted to diagnose, or claim to treat, medical conditions.
- Nutritional advice is not a substitute for professional medical advice and/or treatment.
- Your Nutritional Therapist may recommend food supplements and/or functional testing as part of your Nutritional Therapy plan..
- Standards of Professional Practice in Nutritional Therapy are governed by the CNHC Code of Conduct.

We set out to:

1. Ensure that client confidentiality is maintained, as set out in the Terms of Agreement and Appendix 1 (Data Processing Agreement), as signed by each client.
2. At all times communicate with Clients politely and with respect; be open with Clients regarding the limitations of nutrition interventions; and demonstrate due regard to Client dignity, safety and wishes.
3. Inform Clients if their wishes are not compatible with the service offered.
4. Honour timescales with regard to sending recommendations and arranging return consultations, and give due notice if there is an unavoidable delay.
5. Ensure that prior to participating in a clinical service the Terms of Agreement are signed by the Client, Student and Clinic Supervisor. The Terms of Agreement transparently sets out the process for engagement.
6. Underpin full Nutritional Therapy consultations using a Personalised Evidence Based approach
7. Only recommend laboratory assessment and nutritional products that are considered appropriate.
8. Liaise with medical practitioners to request their support for laboratory assessments that may be available through their services.

HOW TO RAISE A CONCERN OR MAKE A COMPLAINT:

In our experience things rarely go wrong and if they do are usually resolved quickly to the client's satisfaction. If such circumstances arise we will always aim to resolve your concerns with you as speedily as possible.

We are committed to operating a culture and ethos of openness, and as such we proactively ask for feedback from clients. In particular we welcome feedback in respect of your experience of the process and your suggestions of how we can improve.

It is always preferable if something goes wrong, or you are unhappy about any aspect of our service that you bring this to our attention at the earliest opportunity. We aim to resolve your

concerns or complaint informally wherever possible at the early resolution stage, as set at in our Managing Concerns Statement.

Formal complaints of any kind should be communicated to both the Clinic Supervisor and CNELM via the Practice Supervisor.

If you have a concern or complaint about your experience or about the student, the Clinic Supervisor or the management of the Teaching Clinic, including management of your Data, you should contact the CNELM Practice Supervisor (Dave Lee) in the first instance **using the contact details below**. The Practice Supervisor will provide you with a copy of our Managing Concerns Statement, which includes the Complaints Procedure and the Principles under which concerns and complaints are managed. The Practice Supervisor will be able to offer guidance regarding how best to pursue your concern and the most appropriate procedure to use. Complaints about the Student, the Supervised Teaching Clinic or Data Processing concerns will be managed by CNELM.

If your concern or complaint is about the Clinic Supervisor, who is the responsible qualified Nutritional Therapy Practitioner, then you have a right to raise your concern with the CNHC which is the Voluntary Regulator, to which the Clinic Supervisor is a registrant. However, in the first instance you should contact your Clinic Supervisor to resolve the issue informally where this is appropriate.

Website links for the CNHC and BANT are included on page 1 of this Charter and both websites include further contact details and guidance regarding complaints and concerns related to their registrants or members.

CNELM Practice Supervisor (Dave Lee) can be contacted by email (dave.lee@cnelm.ac.uk), by telephone (**0118 979 8686**).

Complaints about Data Management can be made to the UK's Information Commissioner's Office (ICO) - the ICO website: <https://ico.org.uk/>. Both CNELM and the Clinic Supervisor are registered with the ICO. Please note the ICO will have expected you to have exhausted all local Complaints Procedures in the first instance where this is appropriate.

You also have the right to pursue a complaint - either in the first instance, or after having exhausted the internal CNELM procedure - to the NTEC if your complaint/concern is about CNELM's Supervised Nutritional Therapy Training Clinic.

NTEC Address: Nutritional Therapy Education Commission, BM Box 3304, LONDON, WC1N 3XX. Website link available on Page 1.

Please be assured we take all complaints and concerns seriously and endeavour to resolve issues in a professional and equitable manner. CNELM is committed to providing all services in accordance with the CNELM Equal Opportunities, Diversity and Inclusivity Statement and Policy.

Insurance Issues:

1. Claims for damages will need to be made in the first instance to your Clinic Supervisor's insurance if related to the consultation and health plans.
2. If your claim is related to the management of the Supervised Teaching Clinic, or as a result of injury when attending the Clinic at CNELM, then a claim can be made via CNELM's Insurance for the Training Clinic or Public Liability.

If the consultation was **exceptionally** conducted and attended by you at a physical venue arranged by the student and the venue owners were insured for Public Liability, then in the first instance the venue should be approached to make a claim on their insurance for any injuries resulting from attending the agreed venue and where the venue was at fault.

If you live in a location that does not facilitate Public Liability insurance then you will have signed to agree to attend the location at your own risk and in this instance could not make a claim.

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