



General
Osteopathic
Council

Information pack for applicants

Appointment of seven members to the Professional Conduct Committee and Health Committee:

- four lay members
- three osteopath members



Closing date for applications: 11:30am Wednesday 8 May 2024

**Interviews to be held: Monday 16 Sept to Thursday 19 Sept 2024
(one of these dates, in person, in London)**



General
Osteopathic
Council

Welcome from the Chair of Council



Thank you for your interest in joining the General Osteopathic Council (GOsC) as a member of the Professional Conduct Committee and Health Committee.

A core role for the GOsC is ensuring the protection of the public, and our independent fitness to practise panels are critical in achieving this. The composition of those panels is key, and we are keen to ensure we attract applicants who can bring a range of transferable skills and experience to our work.

Our organisation values are collaborative, influential, respectful and evidence-informed, and we want our panels to demonstrate these values in their work. We are looking for candidates who can contribute to our ongoing development, and who can help us remain at the forefront of regulatory good practice and innovation.

The GOsC has a history of high performance, meeting the 'Standards of Good Regulation', as assessed by the Professional Standards Authority for Health and Social Care, for thirteen consecutive years. We believe this reflects our diligent and thoughtful regulation. However, we also aim for continuous improvement in all our work.

This information pack provides details about the roles and what the GOsC is seeking from our successful candidates. As a Council, we believe that diversity is a strength, and therefore we welcome applications from a range of individuals who might be interested in joining the Professional Conduct Committee and Health Committee.

We look forward to receiving your application

Jo Clift
Chair of Council

April 2024



General
Osteopathic
Council

Welcome from the Professional Conduct Committee and Health Committee Chair



As Chair of both the Professional Conduct Committee and Health Committee, I would like to thank you for expressing an interest in joining us as either an osteopath or lay member.

As you may have read in the letter from the Chair of Council, GOsC has a long and proud record of high performance as a regulatory body. I have no hesitation in saying that both committees, along with our Investigating Committee colleagues, play a significant part in that success story.

Work in healthcare regulation is both hugely rewarding and, at times, challenging. Our committee members come from a very wide range of backgrounds; what binds us together is our single-minded focus on protecting patients and the public, by upholding standards in the profession. We value the independence of the committees as independent decision-making bodies and work hard to make our hearings both fair and accessible to everyone who participates in them.

You would be joining a small team (in comparison with other regulatory bodies), with a well-developed emphasis on teamwork, development and support. As well as an annual mandatory training day, we hold regular online catch up calls for members and annual development reviews. A key part of my role is to provide support when it is needed, for both experienced and new members. Since joining the committees in 2021, I have found my work here enormously enjoyable and rewarding.

I wish you well in the recruitment process and once again thank you for expressing an interest in joining our team.

Andrew Harvey
Chair of Professional Conduct Committee and Health Committee

April 2024

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Contact

For information regarding the selection process or any other queries about this role, please contact Amanda Chadwick, Human Resources Manager or Jane Saunders, Human Resources Administrator at: hr@osteopathy.org.uk.

Introduction

Thank you for your interest in these roles.

The General Osteopathic Council (GOsC) is the regulator for osteopathic practice in the UK. Its purpose is to protect the public by ensuring high standards of education, practice and conduct among osteopaths and the integrity of the statutory Register. Osteopaths are required to be registered with the GOsC and there are just over 5,400 osteopaths on the Register today.

The GOsC is also a charity registered in England and Wales (1172749).

The role

We are currently recruiting for seven roles to join the Profession Conduct Committee (PCC) and Health Committee (HC). The PCC hears and adjudicates concerns referred to it by the Investigating Committee (IC) relating to professional misconduct, incompetence or where an osteopath is convicted of a criminal offence. PCC members also sit on the HC which considers cases where an osteopath's health may impair their ability to practise. The roles are:

- three osteopath members
- four lay members

All lay members will be expected to occasionally sit as a Panel Chair. Training and support will be provided to facilitate this.

The daily attendance fee will be £330. There will be a further £50 for each day the lay member sits as a Panel Chair in recognition of this additional responsibility.

There is also more information about the role on page 6 and more about the GOsC on page 8.

Equality, Diversity and Inclusion

The General Osteopathic Council (GOsC) considers diversity to be a strength. We wish to encourage applications from the widest possible field of candidates including individuals from all across the UK. This is to help us to reflect UK society and achieve geographical diversity. We have too few members of the committees – so we particularly welcome applications – from people who live or work in Northern Ireland, Scotland or Wales.

We value and promote diversity and are committed to equality of opportunity for all. All appointments are made on merit. We believe that for any organisation to be successful, it needs to work with the most talented and diverse people available. We positively encourage applications from people from all communities and backgrounds with a broad range of experience. We will deal with your application fairly and all decisions we make about it will be based on merit and your ability to meet the competencies required for the role.

Please note that the information in Application form 2 is anonymised before being given to the selection panel for shortlisting. This is to avoid the panellists making any conscious or unconscious assumptions about you based on your application. To assist with this, please also ensure that in Application form 2, in the sections where you set out your transferable knowledge, skills and behaviours against each competency, that you do not include any identifiable personal information such as your name, who you are, or any protected characteristics.

The GOsC is committed to the principles of equality, diversity and inclusiveness and the Council is determined to ensure that its structure, including Committee appointments, reflects that commitment.

Key dates

The process is expected to run as follows:

- Online information event Tue 16 April 2024 6pm to 7.15pm
- Application closing date 11:30am Wednesday 8 May 2024
- Outcome of application End of July 2024
- Interviews to be held in person Monday 16 September 2024
Tuesday 17 September
Wednesday 18 September
Thursday 19 September
Note: if you are invited to interview, you will only be invited to attend on one of these dates.
- Mandatory induction day Monday 13 January 2025 (in person, in London)
- Mandatory development day Tuesday 14 January 2025 (in person, in London)

About the Professional Conduct Committee and Health Committee

An important part of our work at the GOsC is dealing with concerns and complaints about osteopaths.

Concerns may come from:

- members of the public, including patients
- other osteopaths
- employers of osteopaths
- students of osteopathy
- other health professionals

When we receive a concern, it is considered carefully to see whether it is a concern we can investigate. If so, it goes to the [Investigating Committee \(IC\)](#), which will look at the evidence and decide whether there is enough to take the concern forward to a hearing by the Professional Conduct Committee or Health Committee.

If an IC panel concludes that there is a case to answer, it will provide reasons for its decision for referral to the Professional Conduct Committee or Health Committee, as appropriate, depending on the nature of the concern.

The Professional Conduct Committee and Health Committee are comprised of the same 18 members: 11 lay (non-osteopath) and 7 osteopath members. One lay member is appointed as Professional Conduct Committee and Health Committee Chair. Most cases last for about three to five days and occasionally they run for longer.

All lay members will be expected to sit occasionally as Panel Chairs and training and support will be provided to facilitate this happening. By law the position of Panel Chair is not open to osteopaths, therefore only lay members can sit as Panel Chairs.

PCC panel members consider and hear concerns about osteopaths relating to professional misconduct; incompetence; where an osteopath is convicted of a criminal offence; or (as the HC) where there is an allegation of ill health leading to impairment of ability to practise.

Where a concern of personal or professional misconduct, or incompetence is upheld, or where there is a criminal offence against an osteopath, the following sanctions may be imposed:

- admonishment
- a 'conditions of practice' order
- suspension of an osteopath's registration
- removal of an osteopath from the Register

Where a health-related concern against an osteopath is upheld, a 'conditions of practice' order may be imposed or the osteopath's registration may be suspended.

Further information can be found in the [Annual Fitness to Practise Report](#).

Role of Professional Conduct Committee and Health Committee members

Members of the PCC and HC are expected to:

- Be able and willing to attend meetings and carry out the work of the PCC and the HC both in-person and online as required.
- Read and assimilate case papers quickly and effectively.
- Attend hearings of allegations made against osteopaths, taking into account both written and oral evidence.
- Display tact, discretion and common sense in dealing with all parties to a hearing.
- Weigh all the evidence to reach an objective and fair decision on the allegations before the Committee.
- Consider submissions on behalf of the parties in relation to the sanction to be imposed, where relevant, and impose a fair and proportionate sanction.
- Consider whether suspension of the osteopath is required on an interim basis, to safeguard patients before the outcome of any proceedings is known.
- Contribute to and abide by their Committee's collective decisions.
- Participate fully in periodic reviews of proceedings aimed at improving procedures.
- Participate in annual appraisals with the Committee Chair.
- Participate in training programmes designed for fitness to practise panellists and report any additional training needs to the Committee Chair.

About the General Osteopathic Council

The General Osteopathic Council (GOsC) has a statutory duty to develop and regulate the profession of osteopathy with an overarching function of 'protection of the public'.

The core functions of the GOsC are:

- Assuring the quality of osteopathic education and training for osteopathic students and education providers.
- Registering qualified professionals on an annual basis and ensuring their continuing fitness to practise as osteopaths.
- Setting and promoting high standards of osteopathic practice and conduct.
- Helping patients with concerns about osteopaths and, where necessary, dealing with those concerns which can result in restrictions or removal of osteopaths from the Register.

The work of the GOsC is guided by our vision, which is to be an inclusive, innovative regulator trusted by all and by our Strategy 2024-30, which sets out the overarching approach that we intend to follow to fulfil our statutory objectives. These objectives are organised under the following three key priorities:

- **Strengthening trust:** We will work to enhance and improve our relationships with those we work with so together we can help protect patients and the public.
- **Championing inclusivity:** It is important to us that people who interact with us, or who work for us, can be their true selves and that we understand and break down any barriers which prevent them from doing so.
- **Embracing innovation:** We will continually seek out and take opportunities to improve what we do and how we do it, so we continue to improve as an organisation.

To learn more about our strategic priorities, please review the corporate documents available at: osteopathy.org.uk, including the [GOsC Strategy](#) and our [Annual Reports](#).

Our values

We work collaboratively to be an influential and respectful regulator with an evidence-informed approach.

Collaborative: We work with our stakeholders to ensure patients and osteopaths are at the centre of our approach to regulation.

Influential: We seek to support and develop those we work with to enhance public protection.

Respectful: We seek to hear, understand and consider the views of the people with whom we engage.

Evidence-informed: We use a range of evidence to guide our work to ensure the best outcomes for patients and the public.

Competencies required for the roles

We will be assessing candidates against the criteria given below. To help candidates understand these criteria, we have set out our needs as follows:

- What we are looking for
- What we need
- Why we need it

What we are looking for	What we need	Why we need it	How we assess this
Understanding of and commitment to the statutory role of the GOsC	<ul style="list-style-type: none"> • Demonstrates a clear understanding of the role and purpose of the GOsC as a statutory regulator • Understands that public and patient protection are central to all decision making • Shows an understanding of the importance of independent regulation of osteopaths and the specific challenges of the environment within which they work • Demonstrates an appropriate motivation for undertaking the role 	<ul style="list-style-type: none"> • A full understanding of and commitment to the purpose of the organisation will help give context for the work of the committee 	<ul style="list-style-type: none"> • At interview
Working effectively as part of a team	<ul style="list-style-type: none"> • Is able to reach consensus and support collective decisions • Listens to and shows respect for the opinions of others, while being prepared to be challenged and to challenge • Contributes effectively without dominating • Respects the need to maintain confidentiality 	<ul style="list-style-type: none"> • Panel members need to fully participate in meetings and contribute to collective decision making as this allows the team to operate at a highly effective level and reach appropriate decisions 	<ul style="list-style-type: none"> • Application form 2 and interview
Assessing evidence and making decisions	<ul style="list-style-type: none"> • Assimilates and engages with the detail of complex written or oral evidence, processing information quickly and accurately • Is able to present an argument and articulate reasons for reaching decisions 	<ul style="list-style-type: none"> • In order to ensure that decisions reached are objective, appropriate and fair, panel members will need to weigh up evidence and explain clearly why 	<ul style="list-style-type: none"> • Application form 2 and interview

What we are looking for	What we need	Why we need it	How we assess this
	<ul style="list-style-type: none"> Exercises independent judgement and is able to use information to make balanced, evidence-based decisions Is able, when needed, to work under time pressure to reach decisions 	they have reached a particular conclusion	
Empathic questioning skills	<ul style="list-style-type: none"> Applies emotional intelligence to the questioning process and demonstrates respect, tact and discretion Actively listens and responds using verbal and non-verbal cues Is able to show empathy with the feelings and thoughts expressed by witnesses and others, while remaining objective 	<ul style="list-style-type: none"> Discussions are best when they are constructive, and everyone is treated with respect and dignity. Being able to use empathic questioning skills to help deliver this aim 	<ul style="list-style-type: none"> Application form 2 and Interview
Developing skills	<ul style="list-style-type: none"> Shows a commitment to personal reflection and development Responds positively to feedback from others Makes the most of opportunities to expand their knowledge and skills 	<ul style="list-style-type: none"> So that all members of the committee are open to personal growth and development, which in turn improves the work of the committee 	<ul style="list-style-type: none"> At Interview
Commitment to equality, inclusion and fairness	<ul style="list-style-type: none"> Understands the importance of taking an inclusive approach, to build public confidence in regulation Demonstrates a commitment to diversity and inclusion 	<ul style="list-style-type: none"> The work of the committee needs to be objective and fair, and panel members will need to be able to proactively demonstrate this commitment 	<ul style="list-style-type: none"> Application form 2 and Interview

Acting in the public interest	<ul style="list-style-type: none"> • Shows a commitment to the principles underpinning the work of the GOsC¹ • Demonstrates a commitment to the principles enshrined in the Standards in Public Life² • Has an understanding of the importance of acting in the public interest 	<ul style="list-style-type: none"> • The work of the committee needs to be objective and fair, and panel members will need to be able to proactively demonstrate this commitment 	<ul style="list-style-type: none"> • Application form 2 and Interview
Brings a new perspective to the PCC and Health Committee	<ul style="list-style-type: none"> • Demonstrates that they value and recognise the diversity of wider society and the patient perspective • Brings experience from outside of regulation, osteopathy and the legal profession 	<ul style="list-style-type: none"> • We are looking for individuals who have experience outside the regulatory, osteopathic and legal sectors. Individuals who can bring diversity of thought to the panel and help us more closely represent the diversity of society and the patient perspective 	<ul style="list-style-type: none"> • Application form 2 and Interview

¹ See pages 6-7 of the GOsC's Governance Handbook osteopathy.org.uk/governance-handbook

² See page 13 of the GOsC's Governance Handbook osteopathy.org.uk/governance-handbook

These are the competencies which we would seek to develop in those who occasionally sit as a Panel Chair.

What we are looking for	What we need	Why we need it
Effective chairing (lay members only)	<ul style="list-style-type: none"> • Maintains effective control of proceedings at all times • Facilitates the panel through the decision-making process, ensuring all views are taken into consideration, using an enabling style • Ensures the panel acts lawfully and in the public interest, including exercising sound judgement in seeking advice from legal assessors • Understands the importance of preserving the independence of the committee's decision making • Intervenes in proceedings in a timely way, when necessary, to prevent inappropriate behaviour • Takes an approach that encourages hearings to be completed within the scheduled time, while ensuring fairness 	<ul style="list-style-type: none"> • The Panel Chair should ensure the smooth running of proceedings, which includes ensuring all views are taken into consideration using an enabling style

Eligibility

By law the position of Panel Chair is not open to osteopaths. Lay members are defined as members who:

- a. are not and have never been osteopaths
- b. do not hold qualifications which would entitle them to apply for registration under the Osteopaths Act 1993

In addition, all GOsC posts are subject to the disqualification criteria outlined in [Appendix 3](#), you will need to check these to make sure you are allowed to apply for this role.

On appointment

Payment

Fee rates are set out on page 5. PCC and HC member fees are reimbursed directly, members must make their own arrangements for any payment of tax or National Insurance contributions.

Those appointed will also be eligible to claim expenses, at rates set by the Council, for travel and subsistence costs necessarily incurred on GOsC business.

Remuneration and expenses are reviewed periodically.

Warning: impact of appointment on people in receipt of benefits. Your appointment may have an effect on your entitlement to benefits. If you are in receipt of benefits you should seek appropriate advice.

Time commitment

Members of the PCC and HC sit for a combined total of no more than 20 days a year depending on caseload (plus extra time for mandatory training, reading and attending to administrative matters for example appraisals).

A small proportion of hearings are expected to last for single days; most cases are listed for three, four or five days and occasionally longer. Those appointed must be able to sit for blocks of dates to fit this pattern.

Availability for any particular hearing is checked two to four months in advance (notice may be less than a week for other occasional urgent, normally single day matters).

Length of appointment

The initial appointment is expected to be for up to four years. The length varies to avoid all members of a particular Committee leaving at the same time. Candidates will be advised of their length of appointment if chosen for the role.

Reappointments can be made at the end of the first period of appointment for a further period not exceeding four years, subject to consistently high performance and the needs of the GOsC. There should be no expectation of automatic reappointment.

No person may serve on the PCC for longer than a total of eight years.

Location

Hearings and meetings are usually held at the General Osteopathic Council offices in London, although they may be held remotely or at other locations across the UK. We ensure that all meetings are inclusive and accessible.

Flexibility

The work of the PCC and the HC will be a mix of in-person and online. You will need to be able and willing to do both as required.

Training

Appropriate training for committee members will be provided. Successful candidates will be required to attend induction and training, in person, on the dates that are shown in this pack.

Appraisal system

All committee members will be required to take part in the GOsC's appraisal system and will receive appropriate training. Details of the appraisal process can be found in the [GOsC Governance Handbook](#).

Standards in public life

You will be expected to demonstrate high standards of corporate and personal conduct. This includes behaving in accordance with the standards of probity ('the quality of being honest and behaving correctly') required by public appointees outlined in the 'Seven Principles of Public Life' set out by the Committee on Standards in Public Life ([see Appendix 2](#)), the GOsC Code of Conduct and other requirements outlined in the [GOsC Governance Handbook](#)

You should be aware that this post is a public appointment or 'statutory office' rather than a job, and therefore is not subject to employment law.

Due diligence

Checks may be undertaken as follows:

- fitness to practise history and whether this will undermine the confidence in the regulator if the candidate were appointed
- removal as a charity trustee
- roles with or associated to the GOsC
- disqualification from being a company director
- being declared bankrupt
- any convictions
- risk assessment of output on social media
- DBS checks
- for all candidates invited to final panel interviews, references and right to work in the UK checks are compulsory

Disqualification from appointment

There are circumstances in which an individual will not be considered for appointment and these are set out in Section 12 of The General Osteopathic Council (Constitution of the Statutory Committees) Rules Order of Council 2009. For more information, please see [Appendix 3](#).

Further advice about disqualification for appointment can be given by contacting Amanda Chadwick, Human Resources Manager or Jane Saunders, Human Resources Administrator at: hr@osteopathy.org.uk.

Conflicts of interest

You should note the requirement to declare any conflicts of interest when applying for a role and the need to declare any conflicts that arise once in post if successful. This includes the need to declare any relevant business interests, positions of authority or other connections with organisations relevant to the business of GOsC.

Any actual or perceived conflicts of interest will be fully explored by the appointment panel at shortlisting or interview stage. Guidance about conflicts of interest is set out in the [GOsC Governance Handbook](#).

Finding out more about the roles

We are keen to encourage applications from people with varied and diverse backgrounds. For candidates who do not have previous experience in similar roles, you may have a range of additional questions that cannot be answered in an information pack.

To help answer additional questions, we are offering an **online briefing for candidates**. This will provide you with an opportunity to hear from current members of our committees. You can find further details below.

Online briefing event

We plan to hold the briefing on Tuesday 16 April 2024, from 6pm to 7.15pm. Andrew Harvey, who is the Chair of our Professional Conduct Committee and Health Committee, will be joined by Sue Ware and Abby Mullholland, lay and osteopath panel members, and they will describe the work of the committees and the vacant roles; but the emphasis for the evening will be on answering questions from candidates. You are welcome to [email questions in advance](#) and it will also be possible to ask questions on the day. [Find out more and sign up](#).

Further reading

You may find it useful to read [this blog by Andrew Harvey](#) the Chair of Professional Conduct Committee and Health Committee.

Opportunity for short-listed candidates to observe a public hearing

We will do our best to accommodate anyone who is short-listed. Short-listed candidates will be provided with more details of how to book when they are invited to interview.

Applying for a post

All applicants are required to complete [Application Form 1](#) and [Application Form 2](#), which can be accessed via Online surveys.

Applications will be acknowledged through a confirmation page on Application Form 2 if you submit your application through the online system. Instructions on how to email or download an electronic completion receipt are outlined in Application Form 2.

If you do not receive an acknowledgement, please email hr@osteopathy.org.uk to check whether your application has been received. Please allow 5 days for an email confirmation.

Alternative formats of this information pack and the application forms are available on request from Amanda Chadwick, Human Resources Manager or Jane Saunders, Human Resources Administrator at: hr@osteopathy.org.uk. All applications will be acknowledged.

Please note that the information in Application form 2 is anonymised before being given to the selection panel for shortlisting. This is to avoid the panellists making any conscious or unconscious assumptions about you based on your application. To assist with this, please also ensure that in Application form 2, in the sections where you set out your transferable knowledge, skills and behaviours against each competency, that you do not include any identifiable personal information such as your name, who you are, or any protected characteristics.

We must receive your completed application before the closing date. **Late applications will not be accepted.**

How we will handle your application

We will deal with your application as quickly as possible and advise you if there are any changes to the timetable.

After the closing date for applications:

- Your application will be assessed to see whether you have demonstrated the expertise required at the appropriate level for the post. **Please ensure that you provide evidence to support how you meet all the relevant criteria**, which are explained in the 'competencies required for the role' section. The selection panel will be:
 - Andrew Harvey, Chair of Professional Conduct Committee and Health Committee
 - Simeon London, osteopath member of Council
 - Sue Ware, lay member of Professional Conduct Committee and Health Committee
- If 20 or more applications are received, it is likely that your application will be pre-assessed before it is passed to the shortlisting panel for consideration. You should be aware that, in this situation, your application might not be considered in full by the panel.

- **By end of July 2024**, we aim to have made a decision about which candidates will be invited for interview, taking into account the evidence provided in your application. Interviews will be held in person from **Monday 16 September to Thursday 19 September**. If you are invited to interview, you will only be invited to attend on one of these dates.
- Prior to your interview, you will be asked whether you require any 'reasonable adjustments' to be made to facilitate your participation in the process.
- If invited to interview, the panel may ask you questions about your experience and expertise and may also ask specific questions to find out whether you meet the specified competencies. You will also be asked to take part in an assessment exercise.
- The candidates who best fit the criteria will be recommended for appointment.
- The GOsC Council will consider the interview panel recommendations and make the final decision.
- If you are successful, you will receive a letter from the GOsC appointing you as a committee member to commence **1 April 2025**.
- If you are unsuccessful, you will be notified by the GOsC's Human Resources team.
- If, after interview, your application is unsuccessful and you would like feedback, please email the Human Resources team at: hr@osteopathy.org.uk.

Dealing with your questions – for queries about your application, please contact Amanda Chadwick or Jane Saunders, Human Resources team at: hr@osteopathy.org.uk

Your personal information

Your personal information will be held in accordance with the Data Protection Act 1998 and General Data Protection Regulations and [our privacy notice](#).

You will not receive unsolicited paper or emails as a result of sending us any personal information. No personal information will be passed on to third parties for commercial purposes.

When we ask you for personal information, we promise we will:

- only ask for what we need, and not collect too much or irrelevant information
- ensure you know why we need it
- protect it and, as far as is possible, make sure nobody has access to it who should not
- ensure you know the choices you have about giving us information
- make sure we do not keep it longer than necessary
- only use your information for the purposes outlined in our privacy notice that you have authorised

We ask that you:

- give us accurate information
- tell us as soon as possible of any changes
- tell us as soon as possible if you notice mistakes in the information we hold about you

If you apply for a post, we will share some of the information you provide with the members of the selection panel, so that your application form can be assessed. The monitoring information you provide is not used in the selection process and will not be shared with the selection panel assessing your application.

Information management

If you submit an application form (in hard copy, alternative format or electronic form), your form and any supporting documentation will be kept for up to one year after the closing date for applications. The successful candidate's application materials will be kept for the duration of the appointment.

If at any time you wish your personal information to be removed from our records, please contact us at: councilrecruit@osteopathy.org.uk.

Complaints procedure for applicants

Any complaints about the appointment process should be addressed to:

Human Resources Manager
General Osteopathic Council
Osteopathy House
176 Tower Bridge Road
London SE1 3LU
hr@osteopathy.org.uk

The complaints procedure applies where an applicant has evidence that processes or procedures in the appointment process have not been followed, or there is evidence of unfairness in how the process has been implemented, and therefore the objectivity or validity of decisions is called into question. The procedure is not to be used where the applicant simply disagrees with the principle of the process or the judgements or outcomes of the appointment panel.

The procedure is as follows:

- a. All applicants are informed of the complaints process in the applicant information pack.
- b. Where a complaint is upheld, the complaints procedure should also seek to identify a remedy for the complainant.
- c. The complaints procedure must be initiated by the applicant within 14 days of the relevant decision, setting out in writing the reasons why they considered that processes had not been followed or had been implemented unfairly.
- d. The complaint will be considered at first stage by the Chief Executive and Registrar with a decision sent within 28 days of receipt of the complaint.
- e. If not upheld, the applicant has the right to have his/her complaint considered at second stage by an independent panel appointed by the Council. This second stage appeal must be received within 14 days of the decision (d) above.
- f. The panel's decision will be given within 28 days of receipt of the applicant's request for a second stage review.
- g. If the applicant remains dissatisfied, they can raise their concerns with the Privy Council.

The seven principles of public life

All applicants for public appointments are expected to demonstrate a commitment to, and an understanding of, the value and importance of the principles of public service. The seven principles of public life are:

Selflessness

Holders of public office should act solely in terms of the public interest.

Integrity

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.

Objectivity

Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

Accountability

Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

Openness

Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.

Honesty

Holders of public office should be truthful.

Leadership

Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.

Disqualification Criteria

Extract from The General Osteopathic Council (Constitution of the Statutory Committees) Rules Order 2009

Disqualification from appointment

12. A person is disqualified from appointment as a member of the statutory committees if that person—

- (a) has been at any time convicted of an offence involving dishonesty or deception in the United Kingdom and the conviction is not a spent conviction;
- (b) has at any time been convicted of an offence in the United Kingdom, and—
 - (i) the final outcome of the proceedings was a sentence of imprisonment or detention, and
 - (ii) the conviction is not a spent conviction;
- (c) has at any time been removed—
 - (i) from the office of charity trustee or trustee for a charity by an order made by the Charity Commissioners, the Charity Commission, the Charity Commission for Northern Ireland or the High Court on the grounds of any misconduct or mismanagement in the administration of the charity—
 - (aa) for which the person was responsible or to which the person was privy,

or

- (bb) which the person by their conduct contributed to or facilitated, or
- (ii) under—
 - (aa) section 7 of the Law Reform (Miscellaneous Provisions) (Scotland) Act 1990(4) (powers of Court of Session to deal with management of charities), or
 - (bb) section 34(5)(e) of the Charities and Trustee Investment (Scotland) Act 2005(5) (powers of the Court of Session),

from being concerned with the management or control of any body;

- (d) has at any time been removed from office as the chair, member, convenor or director of any public body on the grounds, in terms, that it was not in the interests of, or conducive to the good management of, that body that the person should continue to hold that office;
- (e) at any time has been adjudged bankrupt or sequestration of the person's estate has been awarded, and—
 - (i) the person has not been discharged, or
 - (ii) the person is the subject of a bankruptcy restrictions order or an interim bankruptcy restrictions order under Schedule 4A to the Insolvency Act 1986(6) or Schedule 2A to the Insolvency (Northern Ireland) Order 1989(7) (which relate to bankruptcy restrictions orders and undertakings);

- (f) has at any time made a composition or arrangement with, or granted a trust deed for, the person's creditors and the person has not been discharged in respect of it;
- (g) is subject to—
 - (i) a disqualification order or disqualification undertaking under the Company Directors Disqualification Act 1986(8),
 - (ii) a disqualification order under Part 2 of the Companies (Northern Ireland) Order 1989(9) (company directors disqualification),
 - (iii) a disqualification order or disqualification undertaking under the Company Directors Disqualification (Northern Ireland) Order 2002(10), or
 - (iv) an order made under section 429(2) of the Insolvency Act 1986(11) (disabilities on revocation of a county court administration order);
- (h) has been included by—
 - (i) the Independent Barring Board in a barred list (within the meaning of the Safeguarding Vulnerable Groups Act 2006(12) or the Safeguarding Vulnerable Groups (Northern Ireland) Order 2007(13)), or
 - (ii) the Scottish Ministers in the children's list or the adults' list (within the meaning of the Protection of Vulnerable Groups (Scotland) Act 2007(14));
- (i) has at any time been subject to any investigation or proceedings concerning the person's fitness to practise by any licensing body, the final outcome of which was—
 - (i) the person's suspension from a register held by the licensing body, and that suspension has not been terminated,
 - (ii) the person's erasure from a register held by the licensing body or a decision that had the effect of preventing the person from practising the profession licensed or regulated by the licensing body, or
 - (iii) a decision that had the effect of only allowing the person to practise that profession subject to conditions, and those conditions have not been lifted;
- (j) has at any time been subject to any investigation or proceedings concerning the person's conduct, professional competence or health by the General Council, where the final outcome was that—
 - (i) the person's registration in the register was suspended and the order imposing that suspension has not been lifted,
 - (ii) the person's name was removed from the register (for a reason connected to the person's fitness to practise), or
 - (iii) the person's registration in the register was made subject to an order imposing conditions with which the person must comply and that order has not been lifted;

- (k) has at any time been subject to any investigation or proceedings relating to an allegation that the person's entry in the register was fraudulently procured or incorrectly made—
 - (i) in the course of which the person's registration was suspended and that suspension has not been terminated, or
 - (ii) the final outcome of which was the removal of the person's entry in the register;
- (l) is or has been subject to any investigation or proceedings concerning the person's fitness to practise by—
 - (i) any licensing body, or
 - (ii) the General Council,and the General Council is satisfied that the person's membership of the statutory committees would be liable to undermine public confidence in the regulation of registered osteopaths; or
- (m) has at any time been convicted of an offence elsewhere than in the United Kingdom and the General Council is satisfied that the person's membership of the statutory committees would be liable to undermine public confidence in the regulation of registered osteopaths.