

## Conduct and Ethics for the public

1. A Kinderkineticist, an Assistant Kinderkinetics and/or a Kinderkinetics-in-training / Assistant Kinderkineticist-in-training shall perform professional acts only in the field of Kinderkinetics in which he or she was educated and trained and in which he or she has gained experience, regard being had to both the extent and the limits of his or her professional expertise;

2 The ethical values and standards for good and professional practice include the following:

**\*From this point the word Kinderkineticist will be interchangeably use to describe a Kinderkineticist, an Assistant Kinderkinetics and/or a Kinderkinetics-in-training / Assistant Kinderkineticist-in-training**

**\*From this point the word client or person will be interchangeably used to describe the child (0-13 years).**

**2.1 Respect for clients and persons:** The Kinderkineticist must treat all clients/persons with respect and must be courteous and friendly at all times. Kinderkineticist programs should not allow any discrimination towards different race, culture, language, gender, age, sexual orientation, disability or socio-economic status

**2.2 Interest or well-being: (*Non-maleficence*)** The Kinderkineticist should not harm the client/person or do anything that might be against the clients/person's well-being, even if this might be in contrast with the Kinderkineticist personal interest.

**2.3 Interest or well-being: (*Beneficence*)** The Kinderkineticist must always act in the best interest of the client/person even if this is in conflict with his/her own interest.

**2.4 Human Rights:** The Kinderkineticist should acknowledge and help protect each individual's human rights.

**2.5 Honesty:** Kinderkineticist should regard honesty as the foundation of trust in their professional relationships with clients/persons.

**2.6 Confidentiality:** Any information regarding a client/person should be treated as confidential, unless information needs to be disclosed for legal purposes.

**2.7 Compassion and Tolerance:** The Kinderkineticist should be sensitive and show empathy for a client/person situation, as well as respect each client's/person cultural and religious beliefs.

**2.8 Justice:** The Kinderkineticist should treat every client in a just and impartial manner.

## **Complaints:**

### **Lodging of complaints**

#### **To be acted upon your complaint must:**

##### **Download the complaint form and send it to**

**a.) Email:** [sapikinfo@gmail.com](mailto:sapikinfo@gmail.com)

**b.) Fax:** (018) 299 1825

**c.) Post:** SAPIK, p/x 6001, internal box 616, North West University, Potchefstroom Campus, Potchefstroom

1. State clearly in writing that you wish to lodge a complaint against a Kinderkineticist, an Assistant Kinderkineticist or a Kinderkinetics-in-training / Assistant Kinderkineticist-in-training and that SAPIK should investigate your complaint. This complaint must be send directly to SAPIK.
2. Detail the nature of the complaint, including all relevant information and facts as well as supporting documentation when available.
3. In all complaint cases the full name of the person who is lodging the complaint must be stated clearly.

4. When a complaint is addressed to the professional board, it must be submitted to the registrar, for attention to the chairperson of the ethics committee of the SAPIK board.

2.2 The registrar must-

2.2.1 Peruse and analyse all complaints received.

2.2.2 Categorise them according to their significance and seriousness;

2.2.3 Record each complaint against the name of the respondent concerned as it appears in the register kept in SAPIK.

2.2.4 All complaints made are taken seriously and SAPIK is committed to ensuring that both practitioners and the public are protected.

2.2.5 All complaints & information provided will be treated with the strictest confidentiality