COMPLAINTS RECEIVED BY COMPLAINTS CONVENOR (CC)

Is the respondent an NZAP member and subject to the assessment and disciplinary procedures?

**NO** – complainant advised the respondent not a member and advised of other avenues for complaint. Case closed, no records kept.

**YES** – ask for complaint in writing. Establish is there sufficient information to meet Criteria for a Complaint.

**NO** – request more information from complainant.

**YES** – acknowledge receipt in writing, ask complainant to sign consent to waive respondent’s duty of confidentiality to them.

Complaints Assessment Committee (CAC) formed by CC and Chair of the Ethics and Professional Standards Committee.

CC informs respondent of complaint and complaints process. They can object to any members of CAC within 10 days and a new member will be recruited.

CC sends written complaint and waiver to CAC.