

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**.