

Purpose

Our Complaints Process exists to:

- protect the public
- uphold professional standards
- ensure complaints are handled fairly, consistently, and independently

We are committed to a process that is **clear, respectful, and impartial for all parties involved**.

Before You Submit a Complaint

We expect that, where appropriate, you have attempted to resolve your concern directly with the Member.

If this is not possible or appropriate, you may submit a complaint to ANLP with an explanation.

Who Can Bring a Complaint

A complaint may be submitted by:

- a member of the public who has received a service from an ANLP Member
- a representative acting on behalf of a minor or vulnerable adult (with appropriate authority)

We can only consider complaints about individuals who were ANLP Members at the time of the alleged conduct.

Timeframe for Complaints

Complaints must normally be submitted within **6 months** of the incident.

What Makes a Complaint Valid

To proceed, a complaint must:

- relate to a named ANLP Member
- describe a potential breach of the ANLP Code of Ethics or Trainers Code of Ethics

ANLP Complaints Process

- be submitted in writing using the ANLP Complaints Form
- include supporting information or evidence

Complaints that are incomplete, outside scope, or do not meet these criteria will not be progressed.

How the Process Works

STAGE 1: Intake and Validation

Once we receive your complaint and evidence:

- we check that it meets the required criteria
- we confirm whether it can proceed

If the complaint cannot be progressed, we will explain why.

If it can proceed, the Member will be informed and invited to provide their response.

STAGE 2: Investigation

An independent **Chief Adjudicator** is appointed to review the complaint.

At this stage, the Adjudicator may:

- review information provided by both parties
- request further details
- seek clarification where needed

The aim is to establish a clear and fair understanding of the situation.

STAGE 3: Resolution

Where appropriate, we will seek to resolve the complaint without a formal hearing.

This may include:

- clarification of misunderstandings
- agreed actions between parties
- recommendations from the Chief Adjudicator

If a resolution is reached, the complaint will be closed and any agreed actions will be monitored.

STAGE 4: Formal Hearing (if required)

A **Professional Conduct Hearing** will be arranged if:

- the matter is serious, or
- the complaint cannot be resolved, or
- there is a dispute regarding the outcome

An independent Complaints Panel will:

- review all evidence
 - hear from relevant parties
 - make a final decision
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Outcome

Following the process, outcomes may include:

- no further action
- recommendations or guidance
- agreed actions
- formal sanctions (where appropriate)

ANLP may publish outcomes where it is considered appropriate and in the public interest.

STAGE 5 - Appeals

Appeals are only considered where there is evidence that:

- the complaints process was not followed correctly, and
- this resulted in disadvantage to one of the parties

Any appeal must be submitted within **7 working days** of the outcome.

If a Member Resigns During the Process

If a Member resigns after a complaint has been received, ANLP reserves the right to continue the process in order to:

- complete a fair review
 - reach a formal outcome
 - protect the public and uphold standards
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Confidentiality

All parties are expected to treat the complaints process as confidential.

Our Commitment

We are committed to ensuring that:

- all parties are treated with respect
- all concerns are considered carefully
- decisions are made fairly and independently