

Stage 1 — You submit a complaint

- We check it meets the required criteria
 - If it meets the required criteria, the Member is informed
 - Evidence is collected from both parties
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Stage 2 — Independent Review by a Chief Adjudicator

- All information is considered
 - Further clarification may be requested
 - The situation is assessed fairly and independently
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Stage 3 — Resolution without a formal hearing (where possible)

- Clarification and discussion
- Agreed actions between parties
- Recommendations where appropriate

Most complaints are resolved at this stage

Stage 4 — Professional Conduct Hearing (if required) for serious or unresolved matters

- Independent panel reviews all evidence
 - Both parties have the opportunity to be heard
 - A formal decision is made
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Stage 5 — Appeal, if there is a concern about how the process was followed

- Independently reviewed
 - Focused on procedural fairness only
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Our Commitment

- Fair and impartial process
- Clear communication throughout
- Respect for all parties

“A clear, fair and independent process designed to uphold professional standards and protect the public.”