



## AURPO Complaints and Disciplinary Procedure

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### 1. Introduction

- 1.1. This procedure sets out the steps that would be taken if the Association received a complaint against one of its members.

### 2. The Procedure

- 2.1. A complaint is received by the Honorary Secretary.
- 2.2. It is checked to make sure it is bona-fide: For a complaint to be bona-fide it must be in writing, it must relate to a current member, it must not be anonymous and be an alleged breach of Code of Professional and Ethical Conduct. The first 3 of those conditions can be determined by Honorary Secretary alone, but the link to the code of conduct must be agreed by a small Disciplinary Panel (comprising Honorary Secretary, and two members of the Executive Committee). The Disciplinary Panel should have an identified chair (the Honorary Secretary) but only needs to meet for a training session then only when there is a complaint.
- 2.3. Information is gathered from complainee and complainant (if not already provided in enough detail). Once a complaint is accepted, the Disciplinary Panel sends acknowledgement to complainant and sends the complainee details of the complaint and asks for a written response within a defined timescale (21 days). The Complainee can ask for more time with mitigating circumstances otherwise the process continues without their input.
- 2.4. The Disciplinary Panel will recommend no case or a sanction: The Disciplinary Panel can ask for more information and/or to meet complainant or complainee.
- 2.5. Possible outcomes:
  - 2.5.1. No case to answer
  - 2.5.2. Written reprimand
  - 2.5.3. Continue membership with requirement to undertake some form of improvement
  - 2.5.4. Suspension of membership with some conditions to be met before re-admission
  - 2.5.5. Expulsion from the Association
- 2.6. The Disciplinary Panel makes a recommendation to Executive Committee for final decision.
- 2.7. Outcome notified to both parties: By Honorary Secretary with information on right to appeal within 21 days. If there is an appeal it goes to a completely new Disciplinary Panel (consisting of two Executive Committee members and another member of the Association) who will make a recommendation to the Executive Committee.
- 2.8. Time allowed for appeal (21 days).
- 2.9. Decision communicated to both parties and sanction (if there is one) is imposed.