

## COMPLAINTS ASSESSMENT COMMITTEE (CAC)

Composed of two NZAP members and one lay person appointed by the Complaints Convenor (CC)

The **CAC** meets to consider the information in the initial statement of complaint and will decide what parts of the Code of Ethics may have been breached and whether the complaint should proceed.

If it is decided that the complaint should not proceed both the complainant and respondent are informed by letter from the CC.

If the **CAC** decides to proceed a letter explaining breaches and a full copy of the complaint is sent to the respondent by the **CC**. They have 30 days to reply to the **CC**.

On receipt of the reply from respondent the **CAC** meets to consider whether, if proven, the behavior would constitute a breach of NZAP Code of Ethics.

If it appears very serious **CAC** may recommend that Council suspend respondent's membership pending a decision on the complaint.

**Not proven** – complaint action discontinued and case closed. Complainant and respondent advised by letter. This letter is kept in NZAP archive for 7 yrs. Other records destroyed.

**Proven** – but respondent disagrees or breach is very serious. Complaint referred to a **Complaints Hearing Committee**.

**Proven** – and respondent agrees with the complaint. Complaint referred to a **Professional Clinical Matters Committee**.