

Complaints and Disciplinary Policy

A document establishing a fair, transparent, and proportionate framework for receiving, assessing, and resolving complaints.

1. Purpose

This policy provides a fair, transparent, and proportionate process for dealing with concerns about the conduct, competence, or professional behaviour of members.

2. Guiding principles

All complaints should be approached impartially, confidentially, and without unnecessary delay. The seriousness of the concern should be matched by a proportionate response.

Public protection remains the primary consideration where risk is credible or immediate.

3. What may be complained about

A complaint may relate to clinical safety, boundaries, dishonesty, misleading claims, confidentiality, poor records, safeguarding failures, lack of cooperation with governance processes, or conduct liable to undermine public trust.

4. Initial assessment and resolution

On receipt of a complaint, the IAR should first determine whether the matter falls within remit, whether enough information is available, and whether there is any immediate risk requiring urgent attention.

Some minor concerns may be capable of early or informal resolution where that remains consistent with public safety.

5. Outcomes and appeals

Possible outcomes may include no further action, advice, warning, remediation, conditions on membership, suspension, or termination of membership. Significant outcomes should have access to an appeal route focused on fairness and proportionality.