Discipline and Complaints Policy Flowchart

Complainant files complaint with Association

Association may conduct initial review of complaint to determine validity and required next steps

Screening of Complaint

- Association appoints or requests appointment of a Case Manager
- 2. The Case Manager will determine if:
 - The complaint is outside the jurisdiction of the Discipline and Complaints Policy or frivolous
 - Required reports are completed and filed within the required timelines
 - c) The complaint is accepted or dismissed

Case Accepted

 The Case Manager will propose to the parties the Alternate Dispute Resolution Policy with the objective of resolving the dispute.

Formal Hearing Procedure (Alternate Dispute Resolution Unsuccessful or Denied)

- 1. The Case Manager:
 - a. Appoint a Discipline Panel
 - b. Will, in cooperation with the Panel, decide the format of the hearing
 - c. Provide notice of the hearing
 - d. Ensure all evidence and submissions are disclosed to all parties and the Panel
 - e. Set all timelines
- 2. The Panel:
 - a. May request other individuals participate in the hearing
 - b. Will determine what is or is not evidence
 - Will render a written decision within 14 days of the completion of the hearing
 - d. Distribute the decision to the Case Manager who will distribute the decision as necessary
- Decisions may be appealed in accordance with the Association's Appeal Policy

Case Dismissed

The Complaint is dismissed if:

- The complaint is frivolous; or
- b) The complaint does not fall within the jurisdiction of the Association: or
- The complaint was submitted after the required deadline without extension or approval.

Alternate Dispute Resolution Policy

- Opportunities for dispute resolution may be pursued at any point in a dispute (except prior to any decision of an Adjudicator/Panel), upon the consent of the parties.
- 2. The Case Manager will:
 - Facilitate the appointment of a mediator or facilitator, upon the consent of the parties.
 - b. Appoint a mediator or facilitator.
- The mediator/facilitator will decide the format for mediation and/or facilitation.
- If a negotiated decision is reached, the decision will be reported to and approved by the Association
- If a negotiated decision is not reached, the complaint will be referred back to the Discipline and Complaints Policy for a Formal Hearing Procedure.
- Any negotiated decision will be binding on the parties and not subject to appeal.