

# COMPLAINTS PROCEDURE

1. Secretary receives complaint
2. Acknowledges complaint
3. Advises exec committee
4. Executive committee receives complain
5. Complaint is discussed
6. Constitution and Member Code of Conduct reviewed
7. Course of action is discussed and agreed

## POSSIBLE ACTIONS

- 1** Secretary or a member of the Exec obtains further information from complaint.
- 2** Secretary or a member of the Exec advises complainant of the decision.
- 3** Secretary or a member of the Exec contacts the party involved if necessary to obtain further information.

## POSSIBLE OUTCOMES

General Information and education may be provided to Committee or members without identification of complaint

Members may be suspended or have membership revoked

ANA policies reviewed if required.

Complaint is escalated to appropriate regulatory authority.