



## PATOSS PROCEDURE FOR ADDRESSING COMPLAINTS AGAINST MEMBERS

The Patoss Complaints procedure is designed to deal equitably and transparently with any complaints made against Patoss members.

The Procedure will relate only:

- to specialist teachers who were members of Patoss at the time when the alleged cause for the complaint occurred;
- complaints which occurred subsequent to the adoption of the Patoss Code of Ethics and Conduct (May 2005);
- allegations of a breach of specific section(s) of the Patoss Code of Ethics and Conduct (May 2005).

In following the Procedures, Patoss will endeavour to find and utilise a collaborative approach to solving the difficulties which have led to a complaint, and will promote a solution which is fair and, where possible, agreeable to both/all parties involved.

### Outline of procedures

[See also *diagrammatic representation on page 3*]

On receipt of a complaint, the CEO will carry out an initial investigation to:

- gather written information
- clarify the nature of the complaint
- consider the views of both sides
- decide on a response

Personnel contributing to the initial investigation will be the **CEO + a minimum of 2 other qualified members who will act as consultants**. If necessary this body will call on additional specialist expertise. The time scale for dealing with a complaint in this way will be **6-8 weeks**

If at this stage a response is agreed, the issue might be resolved by a letter from the CEO, containing the agreed response and offering the opportunity to appeal.

If the initial investigation suggests that it is necessary, **OR** if an appeal is received after an initial investigation response, the complaint will be referred to a **Disciplinary Panel**, consisting of:

- CEO
- 2 Patoss members
- 3 non-members

Chair to be appointed by the Panel for any meeting.

Complainants and the respondent (the member involved in the complaint) will be asked to submit written evidence, and will be given the opportunity to appear in person before the disciplinary panel.

A meeting of the Disciplinary Panel convened to hear a complaint must be attended by at least 2 Patoss members and 2 non-members in order to present a valid response to the complaint. In the event of a decision coming to a vote, the Chair of the panel will resolve a tie.

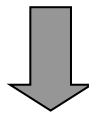
The time scale for dealing with a complaint channelled through the disciplinary panel is up to **12 months** from receipt of the complaint to allow time for compilation of written submissions, hearing of the complaint, confirmation of the panel's decision by the Patoss Board of Directors and communication to parties involved of the decision of the panel.

Sanctions which might be imposed by the Disciplinary Panel:

- Requirement for further training/appropriate action to be undertaken by the respondent
- Withdrawal of Practising Certificate
- Withdrawal of Membership of Patoss.

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**RECEIPT OF COMPLAINT**



**PURPOSE**

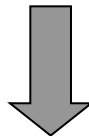
- Gather written information
- clarify nature of complaint
- consider views of both sides
- decide response



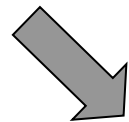
**INITIAL INVESTIGATION**

**PERSONNEL**

- CEO
- Minimum of 2 other qualified members
- Further specialist expertise if and when required



**AGREED RESPONSE**



**RESOLUTION OF COMPLAINT**

- issue resolved by letter from CEO containing agreed response
- opportunity to appeal
- **Time scale** 6-8 weeks



**FURTHER ACTION**

- Issue referred to disciplinary panel\*
- written evidence submissions
- opportunity for oral presentations with all parties present
- disciplinary panel decision referred for confirmation by Patoss Board of Directors
- communication of decision to parties involved

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**Time scale:** 6-12 months to include:

- written submissions
- hearing
- confirmation by Board
- communication of decision

**\* DISCIPLINARY PANEL**

To consist of:

- CEO
- 2 Patoss members
- 3 non-members
- Further specialist expertise if and when required

**Minimum attendance: 2 members, 2 non-members**