

IHTAN Complaint Procedures Flowchart

<u>Making Initial Complaint</u>	
1.) Individual registers complaint in writing	1.) Within 3 years of event/ or give reason for delay
2.) Chairman/Secretary receives it	
3.) If it is a Legal case – nothing to be done until further notice (outside IHTAN)	3.) Process stops for Law
4.) Secretary informs therapist of complaint & complainant get a copy	4.) Within first 10 working days
5.) Therapist confirms address & receipt	5.) Within next 10 working days
6.) If therapist does not respond – cannot take part in process & bound by imposed decision	6.) By 20 working days after receipt of complaint
<u>Action / Investigation</u>	
1.) Appoint Investigator a) May request further statements from both parties	1.) Within 10 working days of acknowledgement by therapist / member
2.) Copies of statements to both parties	2.) 10 working days to consider + 10 working days to provide statements 3 working days before meeting
3.) Meeting arranged	3.) Within 10 working days of statement receipt must notify date of meeting
4.) Report to Chair of IHTAN contains: a) Does complaint have substance/ground b) Recommend to chair if mediation possible c) Advise if proceed to panel	4.) Within 5 working days of meeting
5.) Chairman either a) Appoints mediator or b) Panel or c) Terminate Appeal possible	5.) Within 15 working days of receiving report action taken Within 20 working days

<u>Mediation</u>	
1.) Meet both parties individually joint meeting	1.) During mediation no time limit
2.) Result reported to Secretary	2.) Within 15 working days after mediation Secretary either a) Appoints Panel or b) Terminates
3.) Secretary a) Appoints complaints panel or b) Terminates – writes and informs Appeal possible	20 working days post termination decision
<u>COMPLAINTS PANEL (Adjudication)</u>	
1.) Arrange a meeting with both parties	1.) Within 20 working days of panel established
2.) Send notice of date of meeting	2.) 25 working day notice of hearing date
3.) All evidence sent to Secretary	3.) Within 15 working days
4.) Secretary copies all submissions to both parties	4.) Within 5 working days of receipt
5.) All parties can respond	5.) Within 5 working days thereafter
6.) Secretary collates all submissions & distributes to all parties	6.) Before meeting
7.) Meeting of Panel	
8.) Report in writing to Executive for next meeting (anonymous)	8.) 10 working days post-meeting
9.) Panel can make recommendations	
10.) Secretary informs therapist / complainer of date of EC meeting	9.) 10.) As soon as possible

11.) EC ratifies report and informs all parties in writing	11.) At next meeting within 5 working days
12.) Appeal possible or publication	12.) If appeal within 20 working days or publish on IHTAN site
13.) Sanctions can be imposed	
<u>When Appeal lodged ----- > Appeal Panel</u>	
1.) Lodge appeal – either party – to Executive Committee Secretary a) Against decision or b) Against process	1.) Within 20 working days
2.) EC-Secretary. informs investigator or panel head & needs written response	2.) Within 5 working days
3.) Circulate written response of appeal	3.) Within 10 working days
4.) Final submission of written response to Secretary	4.) Within 10 working days
5.) Secretary. collates all material & circulates before meeting	5.) Collate before meeting
6.) Appoint Appeals panel Appeal panel meets	6.) 30 working days to appoint Panel meets within next 20 working days
7.) Appellant & head of complaints panel / Investigator at hearing	
8.) Report in writing to Exec. Giving reasons for recommendation	8.) Report within 10 working days
9.) EC at the next meeting decides	9.) EC schedule next meeting
10.) Chair informs both parties / publish or publish in minutes	10.) Information within 5 working days