



Complaints Resolution Process

Phase One: Preliminary Investigation and Early Resolution

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Preliminary Investigation	<ol style="list-style-type: none"> 1. Complaint is received, reviewed, and accepted 2. Member is notified of the complaint and receives a copy of the complaint 3. Member has up to 30 calendar days to respond 4. Member's response and further information is collected and reviewed by the NHPC 		
Decision	DISMISS claims that are unsubstantiated, frivolous, or outside jurisdiction	RESOLVE complaints through remedial education or alternative dispute resolution methods	REFER complaints to a formal investigation if more information is needed
Conclusion	A dismissal/resolution of a complaint signifies the completion of the complaint process. The complainant cannot appeal the decision.		

Phase Two: Formal Investigation and Resolution

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Formal Investigation	<ol style="list-style-type: none"> 1. A formal investigation is initiated if more information is needed about the complaint 2. The member, complainant, and applicable witnesses are interviewed 3. Applicable documents and records are collected 4. An investigation is conducted and reviewed 		
Decision	DISMISS claims that are unsubstantiated, frivolous, or outside jurisdiction	RESOLVE complaints through remedial education or alternative dispute resolution methods	REFER complaints to disciplinary proceedings if serious misconduct is identified
Conclusion	A dismissal/resolution of a complaint signifies the completion of the complaint process. The complainant cannot appeal the decision.		

Phase Three: Formal Disciplinary Proceedings

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Referral	The NHPC will prepare allegations and refer them to an appropriate hearing.		
Hearing	<p>1 ARBITRATION HEARING ← OR → 2 SANCTION HEARING</p> <p>A formal hearing determines if the member engaged in serious misconduct.</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>If the arbitrator finds any of the allegations to be proven, the decision is referred to the Sanction Committee for a hearing.</p> </div> <p>The investigation provides enough information for the NHPC to determine that a member has engaged in serious misconduct.</p> <p>The Sanction Committee has the authority to impose one or more of the following orders on the member:</p> <ul style="list-style-type: none"> • Issue a reprimand • Suspend the Certificate of Membership of the member for a specified period of time or until certain conditions are met • Accept, in place of a suspension, the member's undertaking to limit the member's practice for a specified period of time • Impose any conditions or limitations on the practice of the member • Require the member to waive, reduce, or repay a fee • Cancel the Certificate of Membership of the member • Impose an award of costs of the investigation, any hearings, and other proceedings • Impose a fine against the member, of a minimum of \$500 up to a maximum of \$5,000 cumulative, per complaint processed through Article 10 • Make any further or other order that it considers appropriate 		
Orders	<p>If the arbitrator does not find any of the allegations to be proven, the complaint is dismissed.</p> <p>A dismissal/resolution of a complaint signifies the completion of the complaint process. The complainant cannot appeal the decision.</p>		