



AppendixII: COMPLAINTS AND DISCIPLINARY PROCEDURE, February 2007

1. Aim

This policy and procedure provides clarification of the professional conduct and competence expected of all IAAP Individual Members. It is designed to safeguard both the health care professionals and the public by ensuring consistency of practice and that complaints will be investigated immediately, thoroughly and fairly, and that appropriate disciplinary measures will be taken depending upon the outcome of the investigation.

2. Scope

This procedure applies to Individual Members of the IAAP.

3. The legislative context

It is recognised that all Individual Members of the IAAP are bound by the disciplinary and complaints procedures of their own professional statutory governing body.

4. Standards of professional conduct

It is expected that members will maintain appropriate standards but that in the normal course of human fallibility, misjudgements and wrong decisions will be made occasionally. An investigation may satisfy the Disciplinary Committee that the individual member acted reasonably in accordance with the principles of his/her training and experience. However, there are many ways in which improper behaviour or negligence could be considered to be unprofessional conduct.

This disciplinary and complaints is in addition to those applicable in the "home" professional body and relates to the "Extension of the Profession through Anthroposophy".

5. The process following a complaint

In the event of a complaint being raised directly with the National Professional Body the normal procedures of that organisation will be respected.

In the event of a complaint being raised simultaneously with the IAAP it will be normal procedure for the National statutory body to investigate through its own disciplinary procedures and for the IAAP to advise the customer/client and the IAAP member of its decision in respect of the "Extension of the Profession of Pharmacist through Anthroposophy".



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Where the complaint is raised directly with the IAAP , the process to be followed is outlined below. It is acknowledged that prompt consideration of all complaints is important for all parties concerned. The IAAP is committed to moving through the stages of this procedure with due concern to avoid unnecessary delay whilst allowing all parties concerned reasonable time for their participation. Urgent matters will receive correspondingly urgent attention. A copy of the procedure will be provided to the member.

6. Processing a complaint

Once a complaint has been received about the professional conduct of a member of the IAAP it will be referred to the Disciplinary Committee.

7. Disciplinary Committee

The Disciplinary Committee should comprise of at least two senior members of the IAAP with a lay member co-opted as required. A detailed written account of the complaint and the member's response will have been obtained and communicated to the Disciplinary Committee members prior to the meeting.

A letter will always be sent by the Disciplinary Committee to the member against whom the complaint is made, identifying the nature of the complaint and requesting a written explanation.

The outcome of inquiries made by the Disciplinary Committee will always be discussed between him/her and the Chairman of the Disciplinary and a decision made by them concerning whether or not there is a case to be answered. After due consideration the Disciplinary Committee will decide on one of the following courses of action:

- appropriate correspondence or communication by the Disciplinary Committee to the complainant and IAAP member e.g. in cases of simple misunderstanding.
- to recommend expulsion of the member from the IAAP.

8. Appeal

In the event of expulsion being recommended by the Disciplinary Committee, a member will have the right of appeal direct to the IAAP Board of Management.