

High Level Complaints-Handling Process and Timeline

This document is provided for informational purposes only. It is intended to advise the public and clinical perfusionists of the high level process steps, and timeline, for the ANZCP’s handling of a complaint. You should read the Complaints Procedure , in full, to understand all of the steps involved. Alternatively, please contact admin@anzcp.org and we can arrange for the Registrar to speak with you.

References in the far-right column are to the relevant clauses of the Complaints Procedure.

Step #	Description	Timeline	Ref.
1	Complaint lodged using our online form	N/A	4
2	The Registrar will acknowledge your complaint and may ask for more information or documents to help assess the complaint.	10 business days after receipt	6.1
3	The Registrar decides whether complaint is one that ANZCP should deal with (e.g. there is enough information to proceed). The Registrar will notify you of their decision.	30 business days (longer if further information was requested)	6.2 & 6.3
4	Optional step, at Registrar’s discretion – The Registrar may attempt informal resolution of complaint with you (or you and the clinical perfusionist).	Maximum 60 business days	7
5	Investigation by the Registrar - if the complaint was referred to informal resolution which was unsuccessful in 60 business days, or the Registrar decided to investigate, the Registrar will seek further information about the conduct complained about. If the clinical perfusionist has not yet been advised of the complaint, they will be at this point. The Registrar will decide whether to: close the complaint; attempt to resolve the complaint between the parties; or refer to the Complaints Committee, and will notify you and the clinical perfusionist of their decision.	30 business days	8
6	Referral to the Complaints Committee – the Executive will establish an independent committee to review the complaint. All details of the complaint, and the outcome of the Registrar’s investigation, will be referred to the Committee. The Complaints Committee will meet to review the complaint. You and the clinical perfusionist will be offered the opportunity to provide submissions, and to attend the review. The Complaints Committee will decide whether the complaint is upheld or dismissed, or may require you and the clinical perfusionist to engage in conciliation or mediation (if this is	Indicative timeline (subject to Committee availability and whether they requested further investigation by the Registrar) 80 business days	9, 10 & 11.1

	unsuccessful, the Complaints Committee will make a decision to uphold or dismiss the complaint).		
7	If the Complaints Committee decides the complaint has been upheld, the chair will provide a report to the ANZCP President on the complaints process, reasons for the decision and recommending action to be taken.	10 business days of the decision	11.2
8	The President will review the chair of the Complaints Committee's report and confirm that the Complaint was processed with natural justice and procedural fairness. If the President believes this occurred, the President will report that to the Registration Board. If the President believes this did not occur, the Executive Committee will convene a new Complaints Committee to re-hear the complaint.	Indicative timeframe – 10 business days (if Complaints Procedure requirements complied with)	11.3
9	The Registration Board will meet to consider the action to be taken on the complaint, and will notify you and the clinical perfusionist of its decision. The clinical perfusionist will be notified of appeal options. Note: a decision by the Registration Board to impose disciplinary action (as defined in the Complaints Procedure) will not take effect until after the appeal period has lapsed, or the complaint has been held up on appeal, whichever is later).	Notification within 5 business days of decision	11.4 & 11.5
10	The clinical perfusionist may appeal a decision made on a complaint if they believe that natural justice and procedural fairness have not been complied with, or if the Registration Board decided to impose disciplinary action (see above note).	Notice of appeal must be lodged within 5 business days of receipt of Registration Board's decision	13.1 & 13.2
11	In the case of an appeal, the Executive Committee will convene an independent panel to consider the appeal. The Appeal Panel will meet to consider the appeal and may or may not invite further submissions from you and the clinical perfusionist, or attendance at the appeal hearing. The Appeal Panel will decide whether the appeal has been upheld or dismissed. If the Appeal Panel finds natural justice and procedural fairness were not applied, the Appeal Panel may substitute its decision for the Complaints Committee's decision. If the appeal is not upheld (meaning the original decision on the complaint still stands) the Appeal Panel's decision does not affect the penalty imposed by the Registration Board. The Appeal Panel's decision is final. The Appeal Panel will notify you and the clinical perfusionist of its decision.	Indicative timeline - 50 business days (subject to Appeal Panel availability and whether any additional information was sought)	12 & 13