

NDBRA

DISCIPLINE-COMPLAINT PROCEDURES

INFORMAL COMPLAINTS:

- These are complaints that are given one on one or during a telephone conversation.
- They should all be directed to the Assigning Officer to be dealt with.
- No further action will be required unless followed up in writing.

FORMAL COMPLAINTS:

- These are complaints that are received in writing.
- To be brought to the attention of the Discipline-Complaint Committee, and not to the Executive unless the Discipline-Complaint Committee feels such action is necessary.
- When received the official to whom the complaint refers will be notified by the President immediately, and the President will provide him/her with a copy of the complaint.
- The official will be given a maximum of 10 days to prepare and defend the complaint against him/her.
- The person who sent the complaint will be notified either in writing or by telephone that the official has been notified about the complaint.
- Additional information will be obtained from the partner if it is possible or offered.
- Copies of all correspondence will be provided to all committee members.
- A meeting of the committee members will take place within 14 days.
- A resolution will be formulated.
- The President or designate will address the individual.
- A written report will be sent to both parties by the Secretary.
- The Committee will report back to the Executive.
- Any appeal will come to the Executive.