## **ALCA Peer Review Process** A complaint comes in to ALCA Staff Responsibilities: Complaint is directed Explain that the Peer Review to Executive Assistant Committee meets once a month Inform complainant that it is not a legal adjudication process Advise caller that if GCM is a Peer review process is covered on the website All communications are with licensed practitioner, they may with a simple form available for complainant to fill principal parties and not contact a licensing body. out. attorneys/legal Fee and similar contract Complainant will provide: representation disputes are outside scope of Paragraph outlining concern (not more than Peer Review process. 1,000 words) Caller may be referred to Identifying and contact information BBB/ADR in their area. Refer to website Mail form Completed complaint form received by ALCA. Staff will send copy of complaint form to GCM for response. Peer Review Committee chair is Report from Peer notified of complaint. Complaint is Review Committee to placed on monthly agenda. include Initial complaint form GCM response Peer Review Committee reviews and requests Rational for additional information if needed. May dismiss referral to or assign complaint to subcommittee subcommittee Peer Review Subcommittee Report with Recommendation Action/Options of the Peer Review Committee: Dismiss the complaint If there appears to be egregious Send an advisory letter to breach of Code of Ethics or GCM Peer Review Standards of Practice, the Board Refer GCM to mentoring Committee of Directors will be final group for mentoring arbitrator with regard to opportunities disciplinary action. Send a letter of response to the complainant The GCM has a right to appeal Refer to Board of Directors to the Board of Directors. Analyze types of complaints and the action taken. A report is sent to the Board of Directors.