AGING life CARE ASSOCIATION

The experts in aging well.

A complaint comes in to ALCA

Complaint is directed to Executive Assistant

Staff Responsibilities:
- Explain that the Peer Review Committee meets once a month
- Inform complainant that it is not a legal adjudication process
- Advise caller that if the Aging Life Care Professional (ALCP) is a licensed practitioner, they may contact a licensing body.
- Fee and similar contract disputes are outside scope of Peer Review process.
- Caller may be referred to BBB/ ADR in their area.
- Refer to website
- Mail form

Peer review process is covered on the website with a simple form available for complainant to fill out.
Complainant will provide:
- Paragraph outlining concern (not more than 1,000 words)
- Identifying and contact information

All communications are with principal parties and not attorneys/legal representation

Completed complaint form received by ALCA. Staff will send copy of complaint form to ALCP for response.

Report from Peer Review Committee to include
- Initial complaint form
- ALCP response
- Rational for referral to subcommittee

Peer Review Committee chair is notified of complaint. Complaint is placed on monthly agenda.

Peer Review Committee reviews and requests additional information if needed. May dismiss or assign complaint to subcommittee

Peer Review Subcommittee

Report with Recommendation

Action/Options of the Peer Review Committee:
- Dismiss the complaint
- Send an advisory letter to ALCP
- Refer ALCP to mentoring group for mentoring opportunities
- Send a letter of response to the complainant
- Refer to Board of Directors

Peer Review Committee

If there appears to be egregious breach of Code of Ethics or Standards of Practice, the Board of Directors will be final arbitrator with regard to disciplinary action.

The ALCP has a right to appeal to the Board of Directors.

Analyze types of complaints and the action taken. A report is sent to the Board of Directors.

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