

**Staff Responsibilities:**

- Explain that the Professional Conduct Review Committee meets to review documented complaints.
- 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 Professional Conduct Review Committee process.
- Caller may be referred to BBB/ADR in their area.
- Refer to website.
- Mail form.

**Complaint comes into ALCA**

Complaint is directed to Executive Assistant

Professional Conduct Review Committee 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 Professional Conduct Review Committee to include:**

- Initial Complaint Form
- ALCP response
- Rationale for recommendation

Professional Conduct Review Committee chair is notified of complaint. Complaint is placed on committee agenda.

Professional Conduct Review Committee reviews and requests additional information if needed. May dismiss or decide upon appropriate recommendation.

**Action/Options of the Professional Conduct 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

Report with Recommendation

Professional Conduct Review Committee

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

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.