

## Overview of CCOPPP Complaints Procedure

Complainant addresses concerns to CCOPPP  
Chair of Ethics.



Member subject to complaint made aware by  
Chair of CCOPPP. Complainant and member  
sent copies of full Complaints Procedure.



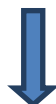
Where appropriate, CCOPPP Chair of Ethics  
arranges for both parties to attend meeting with  
Independent Mediator within one month.



Where mediation fails to resolve the matter,  
complainant submits formal, written complaint.



Complaints Panel convened to gather necessary  
facts/information prior to holding hearing  
within 6 months.



Where complaint is upheld, summary of Panel's  
findings sent to both parties and sanctions  
imposed on member by Chair of Ethics as  
determined by Panel

*(Both parties have right of appeal)*

*(UKCP advised where complaint is upheld)*