

PREAMBLE

The Career Development Association of New Zealand (CDANZ) is a professional association dedicated to concepts of ethical, professional and responsible behaviour for all its members. Members of CDANZ have obligations to clients, fellow members, the community and the profession. These obligations are grounded in the CDANZ Code of Ethics and the CDANZ Code of Professional Conduct as contained in the CDANZ Handbook, and generally accepted standards for professional, moral and legal activities.

CDANZ members are expected to be ambassadors for the Association and the profession in both public and private arenas. Should a client, a fellow CDANZ member or a member of the public believe that a CDANZ member has not behaved in a manner consistent with the above, that person has recourse to lodge an official complaint against the CDANZ member by following the procedures detailed below:

RECEIPT OF THE COMPLAINT

1. The complaint from the *Complainant* (the person who is making the complaint) must be in writing and lodged with the President of CDANZ. In the instance of a complaint involving The President, the complaint must be lodged with the Vice President. If the Vice President considers that their inclusion in this process would incur a conflict of interest, they may pass the management of the complaint onto another Executive member.
2. The complaint must clearly state the name of the *Subject* of the complaint, dates and nature of the complaint, providing specifics about the alleged inappropriate behaviour. Further, the complaint should identify the standard of behaviour that has been allegedly breached. The written complaint should also provide evidence to support the complaint in the form of written documents or names and contact details of witnesses to the alleged inappropriate behaviour.
3. The President or Vice President shall provide a written acknowledgement of receipt of the complaint to the *Complainant* stating that if the complaint is deemed to be valid the name of the *Complainant* must be declared to the *Subject*. Written information regarding the standard complaints procedure must also be provided in writing.

INITIAL HEARING OF COMPLAINT:

1. The President or Vice President shall convene a Complaints Committee comprising:
 - The President or Vice President

- 2 Executive members, or
 - 1 executive member and a co-opted individual considered to be appropriate to the context of the complaint
2. The Complaints Committee shall convene initially to determine if the complaint is valid.
 3. If the complaint is considered not to be valid:
 - the decision shall be conveyed in writing to the *Complainant* stating supporting reasons
 4. If the complaint is considered to be valid:
 - the *Subject* and the *Complainant* shall be notified verbally and in writing stating the complaint, parties involved and date of hearing

COMPLAINTS COMMITTEE HEARING:

1. The Complaints Committee shall interview the *Complainant*, *Subject* and all other parties. Both *Complainant* and *Subject* may elect to bring their own advocacy support to these interviews.
2. The Complaints Committee will make a majority decision, verbally and in writing to both *Complainant* and *Subject* regarding the validity of the complaint.
3. If considered to be valid they will recommend either:
 - remedial actions
 - warning and recommendations
 - expulsion
4. The President and Complaints Committee shall report their written findings to the full Executive Committee

APPEAL:

1. If an appeal of the final decision is requested by either the *Subject* or the *Complainant*, the President and minimum of 2 Executive committee members will hear evidence from relevant parties.
2. The Executive shall conduct a majority vote and this decision shall be contained in a final written notification to relevant parties

- **The timeframe for the complaints procedure shall ideally be 30 days from time of initial receipt of the complaint to issue of final notification from appeal.**
- **CDANZ will not be responsible for costs incurred by either the Complainant or the Subject of the complaint.**
- **Full confidentiality shall be maintained by all parties during the process.**