

## Complaints Initiated against the Council

### POLICY

The Council will review any complaint against it that is related to the Council's standards, criteria, procedures, or conduct.

### PROCEDURE

1. Complainant's requirements
  - a. Contact the Chief Executive Officer of the Council to discuss the complaint and determine whether it can be resolved informally.
  - b. Notify the Council of the complaint in writing within 90 days of the occurrence.
    - 1) Identify specifically how the Council is believed to have made violations as outlined in the policy statement above.
    - 2) Submit documentation to support the complaint.
    - 3) Sign and date the complaint. Anonymous complaints will not be considered.
  
2. Council actions
  - a. All written, signed complaints will be forwarded to the Council's President according to the published timeline (refer to table below) within 10 days of receipt.
  - b. The President will appoint a special committee to include a Council Director and a public representative and a CRNA educator from the Accreditation Appeal Panel consisting of the AANA Education Committee chair, public representative, and at least one other Council director to study the matter according to the published timeline (refer to table below) within five working days of being notified of the complaint.
  - c. A summary of the special committee's findings of facts and recommendations will be presented to the full Council according to the published timeline (refer to table below) no later than 30 days after the committee has been appointed. The Executive Committee will present its findings to the Council at its next regularly scheduled meeting or a special meeting as appropriate.
  - ~~d. Any agency personnel or Council member against whom a complaint is lodged will be excluded from participating in the final decision making.~~
  - d. The complainant will be notified in writing of the outcome of the Council's investigation decision, including any action taken, according to the published timeline (refer to table below) within 30 days of completion of the investigation.
  - e. Any agency personnel or Council member against whom a complaint is

lodged will be excluded from participating in the final decision making.

~~f. A decision will rarely be delayed. If it is delayed, it will be only for a valid reason.~~

## Timeline for Resolution of Complaints against the Council

<u>Date<sup>1</sup></u>	<u>Action</u>	<u>Responsibility</u>
<u>Day 1</u>	<u>Complaint received in writing to the Council by the complainant.</u>	<u>Complainant</u>
<u>Day 10</u>	<u>Complaint forwarded to Council President within 10 days of receipt.</u>	<u>COA</u>
<u>Day 20</u>	<u>Special Committee appointed to investigate complaint.</u>	<u>COA President</u>
<u>Day 50</u>	<u>The findings from the Special Committee are finalized and sent to the Executive Committee.</u>	<u>Special Committee</u>
<u>Day 70</u>	<u>The Executive Committee will conduct a meeting to review the Special Committee's findings.</u>	<u>Executive Committee</u>
<u>Days 90</u>	<u>Findings presented to the Full Council</u>	<u>Executive Committee</u>
<u>Day 120</u>	<u>Complainant notified in writing of Council's investigation and any action taken.<sup>2</sup></u>	<u>COA</u>

<sup>1</sup>Days are approximate.

<sup>2</sup>The Council will make every effort to ensure adherence to this timeline.

Revised: 05/01/13