



NZPB Complaint Process Flowchart

Is this complaint about a Psychologist?

Yes

No

Complaints must:

- be in writing (email is acceptable),
- give the full name, and if possible, other identifying details of the psychologist (to avoid mistaken identity),
- hold enough detail of their concerns so that the psychologist can respond to them and that the matter can be properly considered.

Is this complaint about someone claiming to be a Psychologist?

No

Yes

Contact either the person's employer, the appropriate resonsible authority or Health and Disability Commissioner

NZPB will escalate to MoE Enforcement Team
If your concerns are about a Counsellor please also contact NZAoC

Internal Processing by Registration and Standards Team

Practitioner advised of complaint

Practitioner Response Received

Psychology Advisor will produce a summary and matter circulated to the Conduct, Competence & Fitness Committee (CCF) The matter will be discussed at the monthly meeting where a decision will be made.

Decision Reached. Last stage of involvement for complainant

Referred to Competence Review Panel (CRP)

No Further Action

Referred to Professional Conduct Committee (PCC)

Complainant and Practitioner advised of outcome

Panel members appointed

CRP Process

CRP Final Report back to CCF to decide on next stages

Complainant and Practitioner advised of outcome

Complainant and Practitioner advised of outcome

PCC membership established

PCC Process

PCC Final Report and Recommendation to the Board for decision

- No further action (CRP deem practitioner competent)
- that the psychologist undertakes an individually prescribed Competence Programme. If this is ordered, the Board will develop a programme to address the concerns identified in the review. This will include specific educational activities and objectives, and periodic reporting (usually through a Board-approved supervisor) and, if required, reassessment at the end of the programme. The psychologist must meet the cost of completing the Competence Programme.
- That one or more conditions be included in the psychologist's scope of practice.
- That the psychologist sits a specified examination or assessment.
- That the psychologist be counselled or assisted by one or more nominated persons.

No Further Action

PCC Recommendations (which could be a referral to CRP)

Charges laid before HPDT