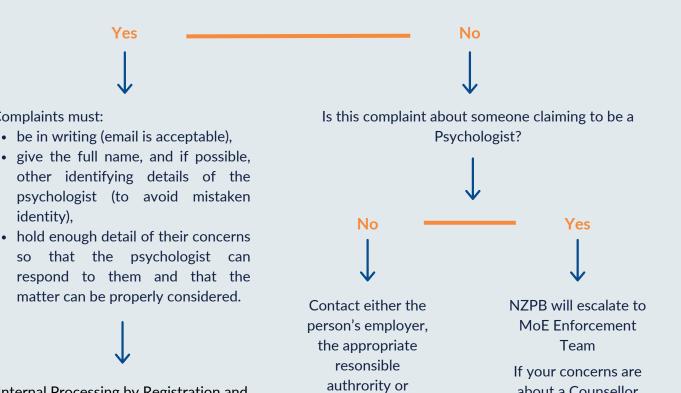


## **NZPB** Complaint **Process Flowchart**

**Complaints must:** 

identity),

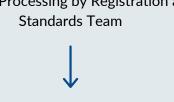


Health and

Disability

Commissioner

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

**No Further Action** 

**Referred to Professional Conduct** Committee (PCC)

about a Counsellor

please also contact

**NZAoC** 

**Referred to Competence Review** Panel (CRP)

**Complainant and Practitioner** advised of outcome

Panel members appointed

**Complainant and Practitioner** advised of outcome

**Complainant and Practitioner** advised of outcome



decide on next stages

- 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.

PCC membership established PCC Process PCC Final Report and Recommendation to the Board for decision **No Further Action Charges laid Recomendations** before (which could be a referral to CRP) **HPDT**