A COMPLAINT IS RECEIVED BY THE ASSOCIATION ABOUT A MEMBER

Complainant accepts Ombuds services
- Ombuds process is successful

Ombudsman services are unsuccessful
- Ombuds services are offered – voluntary process and both parties must agree to use it

Complainant files written Ethics Complaint
- Grievance Committee reviews Ethics Complaint

Complaint is amended*
- Professional Standards Committee Hearing**

*Complainant may appeal to Board of Directors
**Either party may appeal to Board of Directors

Entire Complaint is dismissed*
- The Matter is Closed

*Complainant may appeal to Board of Directors

Professional Standards Committee Hearing**
- With Citation, Respondent has 2 choices:
  1. Pay it: matter closes OR
  2. Go to Professional Standards Committee Hearing**

With Citation, Respondent has 2 choices:
  1. Pay it: matter closes OR
  2. Go to Professional Standards Committee Hearing**

Case is forwarded for hearing as is
- Board of Directors Review

Complainant files written Ethics Complaint
- Mediation services are accepted
- Mediation is successful and agreement is reached

Mediation is unsuccessful
- Mediation services are declined or not authorized by Board of Directors

Ombuds services are declined by one or both parties
- Ombuds services are offered – voluntary process and both parties must agree to use it

Offer voluntary mediation services if authorized by Board of Directors
- Mediation services are accepted
- Mediation is successful

The Matter is Closed