

Grievance Policy Change

Previous policy:

1.2.5 Grievance and Complaint Policy

1.2.5.1 SOBI has a formal Grievance Policy

1.2.5.1.1 Includes options for conflict resolution, complaint/informal grievance, mediation and formal grievance

1.2.5.1.2 Grievance can be filed by members and non-members

1.2.5.1.3 Grievance Policy and Procedure are available to members and the public

1.2.5.1.4 Grievance may be filed for: administrative actions, Trademark violations, member misconduct, violations of SOBI Code of Ethics, violations of Professional Standards

New policy:

1.2.5 Grievance Policy

1.2.5.1 Grievance Policy, Grievance Procedure Handbook, and Grievance Forms to file are available on the website to members and non-members

1.2.5.2 Professional Conduct Committee (PCC)

1.2.5.2.1 All grievances go through the PCC

1.2.5.2.2 PCC consists of three members elected by voting members of SOBI

1.2.5.2.2.1 Results to be compiled confidentially by the SOBI office staff

1.2.5.2.2.2 PCC members remain confidential, known only by the SOBI office staff

1.2.5.2.3 Committee members must be Advanced Practitioner Members and above. At least one member must be an Instructor Member

1.2.5.2.4 PCC members will serve for one grievance or a three-year term, whichever comes first. No two terms can be consecutive.

1.2.5.2.5 Committee members must recuse themselves from a grievance if they have a conflict of interest and be replaced by a member of the Reserve Pool, as described in the PCC Handbook.

1.2.5.2.6 The PCC can reserve the right to expand their committee from the Reserve Pool to 5 members at their discretion for a specific grievance

1.2.5.2.7 Once the PCC has overseen one active grievance, a new PCC is chosen from the Reserve Pool, as described in the PCC Handbook.

1.2.5.2.8 If more than one grievance is active at the same time, additional PCC members are chosen from the Reserve Pool to form an additional PCC, so that each grievance has a separate committee specific to that grievance.

1.2.5.3 File a formal grievance

1.2.5.3.1 Grievance form confidentially goes directly to the PCC Chair via the office

1.2.5.3.2 Grievance can be filed by members or non-members

1.2.5.3.3 Grievances cannot be filed anonymously

1.2.5.4 PCC investigates

1.2.5.5 PCC reports to the Board

1.2.5.5.1 Board members must recuse themselves if they have a conflict of interest, if they are the complainant, or if they are the respondent

1.2.5.5.2 PCC compiles their report and makes a recommendation for the Board and submits it to the office

- 1.2.5.5.3 The PCC can redact information to protect the privacy of the parties
 - 1.2.5.6 Board reviews the report and votes on the PCC recommendation
 - 1.2.5.6.1 No action to be taken
 - 1.2.5.6.2 Action to be taken (no hearing needed)
 - 1.2.5.6.3 Hearing needed before an action can be taken
 - 1.2.5.6.4 Any action which would result in expulsion from the Society requires a Special Board Hearing (also known as a Special Meeting)
 - 1.2.5.7 An appeal may only be filed within 20 business days after the Board's decision
 - 1.2.5.8 After one appeal, the Board's decision is final
 - 1.2.5.9 Automatic grievances
 - 1.2.5.9.1 The office files a grievance on behalf of the Society whenever an automatic grievance is triggered by Policy
 - 1.2.5.10 PCC reports that lead to a permanent expulsion are to be kept indefinitely
 - 1.2.5.10.1 All other PCC reports are to be expunged from the record after 7 years
 - 1.2.5.11 The Statute of Limitation to file a Grievance is 1 year from the date of the incident
 - 1.2.5.11.1 The Board reserves the right to extend the Statute of Limitation
- Revision date: 2023.3.2