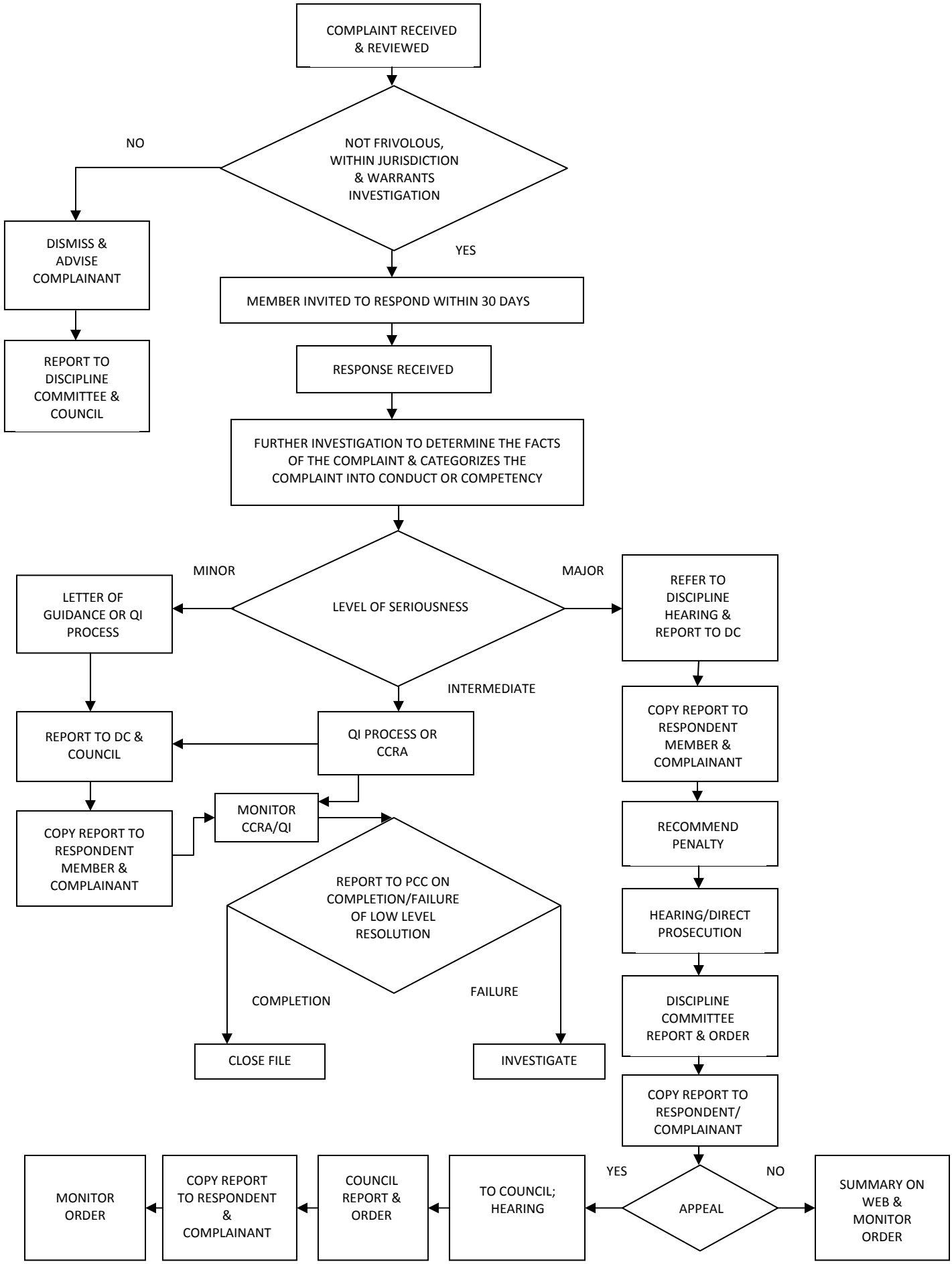
COMPLAINT RECEIVED & REVIEWED
NOT FRIVOLOUS, WITHIN JURISDICTION & WARRANTS INVESTIGATION
NO
YES
DISMISS & ADVISE COMPLAINANT
REPORT TO DISCIPLINE COMMITTEE & COUNCIL
MEMBER INVITED TO RESPOND WITHIN 30 DAYS
RESPONSE RECEIVED
FURTHER INVESTIGATION TO DETERMINE THE FACTS OF THE COMPLAINT & CATEGORIZES THE COMPLAINT INTO CONDUCT OR COMPETENCY
LEVEL OF SERIOUSNESS
MINOR
MAJOR
INTERMEDIATE
LETTER OF GUIDANCE OR QI PROCESS
REPORT TO DC & COUNCIL
COPY REPORT TO RESPONDENT MEMBER & COMPLAINANT
QI PROCESS OR CCRA
MONITOR CCRA/QI
REPORT TO PCC ON COMPLETION/FAILURE OF LOW LEVEL RESOLUTION
COMPLETION
FAILURE
CLOSE FILE
INVESTIGATE
REFER TO DISCIPLINE HEARING & REPORT TO DC
COPY REPORT TO RESPONDENT MEMBER & COMPLAINANT
RECOMMEND PENALTY
HEARING/DIRECT PROSECUTION
DISCIPLINE COMMITTEE REPORT & ORDER
COPY REPORT TO RESPONDENT/ COMPLAINANT
APPEAL
YES
NO
TO COUNCIL; HEARING
COUNCIL REPORT & ORDER
COPY REPORT TO RESPONDENT & COMPLAINANT
MONITOR ORDER
SUMMARY ON WEB & MONITOR ORDER