



**NASRHP**  
NATIONAL ALLIANCE  
OF SELF REGULATING  
HEALTH PROFESSIONS

Adopted: February 2017  
To be reviewed: February 2019

## **NASRHP Appeals and Complaints Panel Terms of Reference**

### **Members**

This Panel will be convened as required and consist of three (3) members, including:

- Externals: One (1) external representative
- Consumers: One (1) consumer representative
- NASRHP member representatives: One (1) NASRHP member organisation representative.

The Appeals and Complaints Panel members will be selected by the NASRHP Board from the Pool of Assessors, excluding those from the profession involved in the appeal and those assessors who were involved in the membership assessment outcome.

### **Term**

The Panel will be considered current until the appeal process and all necessary reporting requirements have been completed to Board's satisfaction.

### **Secretariat**

The NASRHP delegate (administrative staff) will provide support to the NASRHP Board, Appeals and Complaints Panel and the profession involved in the appeal during the appeal or complaints process.

### **Purpose**

To ensure NASRHP delivers an appeal and complaint mechanism that is:

- efficient
- effective
- equitable
- accountable, and
- transparent.

### **Functions**

1. There are two types of complaints and/or appeals that the Panel will consider:
  - Appeals against a membership assessment outcome
  - Complaint by a NASRHP member organisation against another NASRHP member organisation regarding compliance with a NASRHP standard.

2. The Panel will complete further investigation as required, which may include undertaking a new assessment if required
3. The Panel will provide a final recommendation to the Board and any recommended action.

## Communication

On completion of an appeal or complaint investigation, the Panel will report the outcome to the Board for ratification.

The Panel may contact the Chair to discuss matters of concern as required.

Board meeting outcomes in response to papers from the Panel or matters which may impact the outcome of an appeal or complaint will be communicated promptly via a letter from the Chair.

The Panel will include the NASRHP delegate in all correspondence and communication as it may contribute towards the outcome of the process.

The NASRHP delegate will communicate with NASRHP members in consultation with or at the request of the Board through a variety of media.