



EBMG

Complaints procedure

Introduction

The remit of the EBMG is to set standards for professional practice and administer a registration system to enable individual practitioners to demonstrate that they have achieved the required competences to practice professionally. As a registration body, the EBMG may receive complaints about specific practitioners. These complaints may bring into question the competence of the practitioner. This process has been developed to deal with such a complaint.

1. Complaints procedure regarding a registered practitioner

- a. The EBMG will only address complaints in writing. These may be posted or sent as an email attachment with the full name, organisation and role of the complainant. Anonymous complaints will not be accepted.
- b. The complaint will be acknowledged by the EBMG in writing within 14 days of receipt.
- c. If this has not already occurred, the EBMG will request that the practitioner's line manager is made aware of the complaint.
- d. Within 30 days of the original complaint, the EBMG will inform the registered practitioner of the complaint and give him or her the opportunity to make a written statement and provide any evidence relevant to the complaint. The registered practitioner will have 30 days to do this.
- e. The EBMG will contact the relevant employer or organisation to obtain documentation and evidence relevant to the complaint.
- f. The EBMG will review the outcome of the local investigation to inform the decision about the registration of the practitioner. Where any decision is pending, the EBMG will await the outcome of the local investigation.

- g. The practitioner will be informed of the outcome of the EBMG decision within 30 days of any local decision being made available to the EBMG.
- h. Where it is considered that the practitioner has not performed in a way that is consistent with ongoing registration, the practitioner will be removed from the register.

Complaints Sub-committee

If a complaint is received, the relevant professional branch Board will set up a Complaints Sub-Committee to consider the evidence provided by the complainant, the practitioner and the local investigation team.

The Complaints Sub-Committee will comprise:

- The Chair of the relevant Professional Branch Board (PBB)
- Two other members of the relevant PBB
- Two external specialists experienced in dealing with such cases, e.g. from human resources or from other specialties where Fitness to Practice is assessed.

Possible outcomes

The Complaints Sub-committee may decide on one of the following outcomes:

- a. There is insufficient evidence that the practitioner has breached the Code of Professional Practice – no action taken.
- b. There is evidence that the registered practitioner has breached the Code of Professional Practice but this is not considered a serious risk to patients – a warning may be given.
- c. There is evidence that the registered practitioner has breached the Code of Professional Practice but this is not considered a serious risk to patients – a warning may be given and further education or training required for continued registration.
- d. There is evidence that the registered practitioner has seriously breached the Code of Professional Practice – they will be removed from the register but may re-apply after a period of time, as decided by the Sub-committee.
- e. There is evidence that the registered practitioner has seriously breached the Code of Professional Practice – they will be removed from the register and may not re-apply.

Appeals

The practitioner may appeal the decision only on the grounds that due process was not followed. This would be done via the Appeals Committee.

Practitioners in the process of applying for registration.

If a complaint is received regarding a practitioner who is in the process of applying for registration, the following process will be followed.

- a. The EBMG will only address complaints in writing. These may be posted or sent as an email attachment with the full name, organisation and role of the complainant. Anonymous complaints will not be accepted.
- b. The complaint will be acknowledged by the EBMG in writing within 15 days of receipt.
- c. If this has not already occurred, the EBMG will request that the practitioner's line manager is made aware of the complaint, if applicable.
- d. Within 30 days of the original complaint, the EBMG will inform the practitioner of the complaint and give him or her the opportunity to make a written statement and provide any evidence relevant to the complaint. The practitioner will have 30 days to do this.
- e. The EBMG will contact the relevant employer or organisation to obtain documentation and evidence relevant to the complaint, if applicable.
- f. The EBMG will review the outcome of the local investigation to inform the decision about the registration of the practitioner. Where any decision is pending, the EBMG will await the outcome of the local investigation.
- g. The practitioner will be informed of the outcome of the EBMG decision within 30 days of any local decision being made available to the EBMG.
- h. Where it is considered that the practitioner has not performed in a way that is consistent with ongoing registration, the Sub-committee will decide on the outcome (see below).

N.B. If the practitioner withdraws his or her application for registration during this process, no further action can be taken by the EBMG.

The Complaints Sub-committee may decide on one of the following outcomes:

- a. There is insufficient evidence that the practitioner has breached the Code of Professional Practice – no action taken.

b. There is evidence that the registered practitioner has breached the Code of Professional Practice but this is not considered a serious risk to patients – a warning may be given.

c. There is evidence that the registered practitioner has breached the Code of Professional Practice but this is not considered a serious risk to patients – a warning may be given and further education or training required prior to registration.

d. There is evidence that the registered practitioner has seriously breached the Code of Professional Practice – they will not be permitted to apply for registration.