

SCHEDULE B: COMPLAINTS PROCEDURE
ASSOCIATION OF CHRISTIAN SPIRITUAL DIRECTORS INC.

1. Any complaint about any member, whether from another member or any person, shall be lodged in writing with the Secretary, PO Box 17727, Sumner 8840
2. Any complaint shall be related to a breach of the Code of Ethics (Schedule A) and shall specify the grounds for complaint.
 - 3.1 The following complaints procedure shall be observed. The Executive shall have the following discretions:
 - 3.1.1 If the nature of the complaint indicates that the subject material should be dealt with by any Court or tribunal, the Executive may decline to investigate or deal with the complaint until such a body has dealt with the issues which are the subject of the complaint.
 - i. If this body effectively disposes of the complaint, the Executive may decide to take no further action.
 - ii. If the Executive decides to take further action they shall follow the procedures set out in 3.2 of this Schedule.
 - 3.1.2 The Executive may decline to investigate or consider the complaint if the nature of the complaint indicates that the subject matter is petty, frivolous or inconsequential.
 - 3.1.3 If investigation or consideration of the complaint are likely to require extensive inquiries, a considerable time input, or advice to the Executive from professional advisers, the Executive may at any time:
 - i. Decline further to investigate or consider the complaint, or
 - ii. Require the complainant to deposit with the Association such sum as the Executive thinks fit to reimburse the Association wholly or partly for the costs of those making the inquiries or considering the complaint and/or the Association's professional advisers' fees before further investigating or considering the complaint.
 - 3.2 The following procedures shall be observed when a complaint about any member is investigated and considered:
 - 3.2.1 The member shall be given a copy of the complaint.
 - 3.2.2 The member shall have the opportunity to provide a detailed written response to the complaint within two weeks after receiving a copy of the complaint.
 - 3.2.3 Further inquiries may be made by or on behalf of the Executive, and the results of those inquiries shall be made known to the complainant and the member.
 - 3.2.4 The Executive shall allow the complainant and the member the opportunity to be heard by the Executive or any special committee established by it for the purpose of hearing and deciding upon the complaint.
 - 3.2.5 Any such committee shall not contain any person who has any direct or indirect interest in the complaint.
 - 3.2.6 Any such committee will contain one person from a similar professional organization who is not a member of the Association of Christian Spiritual Directors Inc.
 - 3.2.7 The Executive or any special committee hearing and deciding upon any complaint may:
 - i. Dismiss the complaint or
 - ii. Uphold the complaint and take one of the following actions
 - reprimand or admonish the member
 - suspend the member from membership for a specified period
 - suspend the member from membership until the Executive is satisfied specific outcomes of educational or remedial work have been achieved by the member
 - alter the membership classification of the member
 - expel the member

3.2.8 The Executive or any special committee hearing and deciding on any complaint shall respect the confidentiality of the proceedings.

3.2.9 The decision and any reasons (without any obligation to give such reasons) for that decision shall be conveyed to the complainant and the member in writing.

3.3 The decisions of the Executive or any special committee hearing and deciding upon any complaint under this Rule shall be final and binding on the complainant and the member complained against and shall not be subject to any review or challenge.

4 A member whose membership is terminated under these Rules

4.1 will have his/her name removed from the membership list

4.2 is not eligible for any reimbursement of fees or subscriptions

4.3 shall cease to claim membership of the Association.