# NAPGCM Peer Review Process

## NAPGCM Staff

A complaint comes in to NAPGCM

Complaint is directed to Executive Assistant

Staff Responsibilities:
- Explain that the Peer Review Committee meets once a month
- Inform complainant that it is not a legal adjudication process
- Advise caller that if GCM is a licensed practitioner, they may contact a licensing body.
- Fee and similar contract disputes are outside scope of Peer Review process.
- Caller may be referred to BBB/ADR in their area.
- Refer to website
- Mail form

Peer review process is covered on the website with a simple form available for complainant to fill out.
Complainant will provide:
- Paragraph outlining concern (not more than 1,000 words)
- Identifying and contact information

**All communications are with principal parties and not attorneys/legal representation**

Completed complaint form received by NAPGCM. Staff will send copy of complaint form to CM for response.

## Peer Review

Report from Peer Review Committee to include
- Initial complaint form
- GCM response
- Rational for referral to subcommittee

Peer Review Committee chair is notified of complaint. Complaint is placed on monthly agenda.

Peer Review Committee reviews and requests additional information if needed. May dismiss or assign complaint to subcommittee

Ethics Subcommittee

Business Practice Subcommittee

## Implementation of Response

Report with recommendation

Report with recommendation

Action/Options of the Peer Review Committee:
- Dismiss the complaint
- Send an advisory letter to GCM
- Refer GCM to mentoring group for mentoring opportunities
- Send a letter of response to the complainant
- Refer to Executive Committee

Peer Review Committee

If there appears to be egregious breach of Code of Ethics or Standards of Practice, the Executive Committee will be final arbitrator with regard to disciplinary action.

The GCM has a right to appeal to Executive Committee and Board.

Analyze types of complaints and the action taken. A report is sent to the Executive Committee and Board of Directors.

Updated 8.22.11