

**ISMETA GRIEVANCE PROCEDURE:**

All Grievances will be reviewed by the ISMETA Professional Conduct Committee, (ISMETA PCC/PCC) which is comprised of two board members and one ISMETA member who is a local representative in the geographic area of the complaint. *In the case of a grievance brought against ISMETA two Board Members not directly involved in the conflict and two members of the Leadership Council will comprise the PCC*. The ISMETA PCC forms on an as needed basis. If more than one grievance is submitted within a board members’ term, board member rotation on this committee is required.

**PROCEDURE**

1. Person/organization filing the complaint contacts the ISMETA office to request the Grievance Procedure Policy and The Grievance Submission form.
2. Once the grievance submission form is received by the ISMETA office
   1. The ISMETA office notifies the person who submitted the complaint that it has been received.
   2. The ISMETA office notifies and sends copies of the complaint to the Executive Committee and they establish a PCC. *In the case of a grievance against ISMETA, the Executive Committee notifies the Leadership Council that a Grievance has been filed and requests two volunteers to serve on a PCC. In order to insure there are no conflicts of interest by any PCC members, the Leadership Council will receive a synopsis of the background and the parties involved.*
3. Once established the members of the PCC will read all complaint materials and meet within 3 weeks to decide what guidelines to provide to the individual/institution to assist them in developing their defense.
4. The ISMETA office will then send a copy of the complaint and defense response guidelines (As designated by the PCC) to the individual/institution involved.
5. The individual/institution involved must file defense response within 4 weeks or a decision will be made without these materials*. In the case of a complaint against ISMETA the response will come from the committee in which the complaint is focused.*
6. Members of the ISMETA PCC will read all defense materials and must submit a brief overview and opinion to the committee chair 3 days prior to the review meeting.
7. The ISMETA PCC will meet within 11 weeks (13 weeks in the case of a grievance against ISMETA) of the date of receipt of complaint to:
   1. Review complaint and defense materials
   2. Decide what actions must be implemented by ISMETA
   3. Make suggestions to the ISMETA Member(s)/ Committee to correct complaint(s)
   4. Decide if it is necessary to send a local mediator/investigator to further review the situation at the cost of the two parties involved
8. Notification of the decision and closure of the case will be written by the Professional Conduct Committee chair and mailed to all parties involved within 2 weeks after the final meeting.



**ISMETA GRIEVANCE SUBMISSION FORM:**

Name: Click or tap here to enter text.

Address: Click or tap here to enter text.

Phone: Click or tap here to enter text.

Email: Click or tap here to enter text.

**ISMETA only reviews complaints that are in violation of the ISMETA** [**Code of Ethics**](https://ismeta.org/wp-content/uploads/2017/06/ISMETA-Code-of-Ethics-6.17.pdf) **and** [**Standards of Practice**](https://ismeta.org/wp-content/uploads/2017/06/ISMETA-Standards-of-Practice-6.17.pdf)**. Please be sure you have reviewed these carefully before filing your complaint. These documents can also be found at www.ismeta.org or by emailing the ISMETA office at info@ismeta.org**

Name of individual practitioner or institution you are filing complaint against: Click or tap here to enter text.

Date(s) complaint occurred: Click or tap here to enter text.

What is your complaint?

Click or tap here to enter text.

**Along with this form please create a single document and either attach or provide a link to which contains:**

* **A detailed history of the efforts you have made to resolve this complaint with the individual or institution involved.**
* **Copies of any correspondence between you and the person/organization to which you are filing this complaint.**
* **Any corroborating references to support your complaint.**

**What ISMETA action would satisfy this complaint for you?**   
Click or tap here to enter text.

**Agreement to mediation:**

If this complaint requires more investigation than your submitted documents and the evidence from the party the complaint was filed against, ISMETA will either request further information to be submitted by you, or send a local mediator/investigator to the site. The cost of this further investigation will be at the expense of the person filing the complaint and the ISMETA member involved.

I have submitted all the requested documentation and I agree that ISMETA will review my case in totality with what I have supplied. In order to process in a timely manner, no further submissions will be accepted on my behalf, unless specifically requested by ISMETA

Signed: Click or tap here to enter text.

Date: Click or tap here to enter text.

**Upon Completion please send this form along with supporting documentation (compiled into one document) to info@ismeta.org.**