

ACBHC-Approved NAADAC/NCC AP Ethics & Peer Support Ethics Complaint Flow Chart

Complaint submitted to ACBHC

Complaint received at ACBHC

Step 1: Log Complaint. All Complaints are confidential.
Step 2: Determine if Respondent (person complaint is filed against) is certified by ACBHC.
Step 3: ACBHC has up to 45 days to acknowledge initial complaint.
Step 4: Complaint is forwarded to Chair of the ACBHC Ethics Committee.

If Respondent is not a member of ACBHC, the Complainant is notified by the ACBHC Ethics Committee that ACBHC has no jurisdiction and offers recommendations for further potential action on Complainant's part.

If Respondent is an ACBHC Certification Holder, the Complaint is read by the Ethics Committee to make a determination of facts.

If the issue is outside of the jurisdiction of the Code of Ethics, the Complainant is told that the issue of concern is not a matter that can be addressed by ACBHC and is given resources to consider for further potential action.

*Ethics Committee has up to 60 days to review and determine appropriate steps.

If the issue is under the jurisdiction of the Ethics Committee, the Complaint is read by Ethics Committee to determine the issues and how the Committee shall proceed.

* Ethics Committee has up to 60 days to review and determine appropriate steps.

If supporting documentation is missing, documentation will be requested along with any other requests.

If the complaint must be addressed by state regulatory and licensing board first, the Complainant will be notified to file with state authorities and send the findings and conclusions to ACBHC.

Once findings and conclusions of state authorities and all supporting documentation are submitted to the Ethics Committee, the Ethics Committee will send a letter to the Respondent notifying them that a Complaint was filed against them. The Respondent is given a copy of the Complaint. The Respondent has 30 days to respond to the Complaint. The response is forwarded to the Ethics Committee for their determination.

The full Ethics Committee is convened to discuss case and determine next steps/actions
*The Ethics Committee has up to 60 days to determine next steps/action.
The Respondent has 30 days from receipt of decision to file an appeal to the Ethics Committee.
*The Ethics Committee has up to 60 days to set a hearing for the Respondent.
Within 21 days of the Hearing the Ethics Committee shall file their findings.