

Contents

1. Purpose	3
2. Scope	3
3. Complaint Submission	4
3.1. Formal Complaints	4
3.2. Anonymous or Confidential complaints	4
3.3. Independent External Reviewer	5
3.4. Assessment of Complaint	5
3.5. Referrals to Professional Standards Committee	5
3.6. Alternate approaches to complaint resolution	5
3.7. Informal Resolution Process	6
3.7.1 Action taken directly by the complainant	7
3.7.2 Advice or counselling through a Third Party(ies)	7
3.8. Formal Resolution – referral to PSC	7
3.9. RANZCOG Board	8
4. Sanctions	8
4.1. Level 1 –	

Guideline for managing complaints against RANZCOG members

1. Purpose

This Royal Australian and New Zealand College of Obstetricians and Gynaecologists (RANZCOG) guideline covers in detail:

- the process for dealing with complaints about members and
- the sanctions available to RANZCOG where a Fellow has failed to adhere to the standards outlined in the Code of Conduct or is found to be in breach of the Code of Conduct.

2. Scope

This document covers complaints about College member. For the purposes of this guideline, member



3.7.1 Action taken directly by the complainant
If appropriate, the c

- Recommend sanctions as appropriate
- Refer the matter to the Reviewer
- Refer the matter to an appropriate Authority
- R



7. Related RANZCOG Documents

- RANZCOG Constitution
- RANZCOG Regulations
-