

Complaint submitted to NAADAC/NCC AP

Complaint received at NAADAC/NCC AP

Step 1: Log Complaint. All Complaints are confidential.

Step 2: Determine if Respondent (person complaint is filed against) is a NAADAC member and/or is NCC AP certified.

Step 3: NAADAC has up to 45 days to acknowledge initial complaint.

Step 4: Complaint is forwarded to Chairs of NAADAC & NCC AP Ethics Committee.

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

If Respondent is a member of NAADAC and/or NCC AP the Complaint is read by 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 NAADAC or NCC AP 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 NAADAC.

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.