

COMPLAINT POLICY AND PROCEDURES

Responsible officer:
GCMAS Administrator
Contact:saharhassani90@gmail.com
Date of policy: 2/26/2018

1. Policy Statement:

This policy is intended to provide fair and prompt consideration to all complaints. The Gait and Clinical Movement Analysis Society (GCMAS) encourages all members and attendees to use the complaint procedure without fear of prejudice or retaliation within limits of the preview process and with the assurance that his/her confidences will be respected.

2. Procedures

If any individual(s) (complainant) encounters a problem or issue, the individual should initiate a complaint immediately by contacting the GCMAS administrator. The longer the period of time between the incident and the initiation of a complaint, the more difficult it is to reconstruct the occurrence. A complaint should be filed as soon as possible following the occurrence(s) by filing within ninety (90) days of the last occurrence. However, GCMAS retains the right to review any complaint that is filed beyond the recommended time period.

The presence/involvement of legal counsel is not permitted at any time during the complaint procedures.

3. Complaints

During the informal complaint process, a complainant shares his/her concern with the Administrator. The Administrator may suggest ways the complainant can resolve the issue(s) in an informal, non-adversarial approach that satisfies all concerned parties. The Administrator may refer complainant to other appropriate persons or offices. The Administrator may schedule follow-up meetings as needed to further assist the complainant. When filing a complaint, the individual must provide the following information:

- the name of the complainant;
- the specific nature of actions/behaviors leading to problem;
- the date(s) and time(s) of the occurrence(s);
- a detailed description of the occurrence(s);
- the remedy or relief that is being sought.

4. Retaliation

Retaliation against an individual for filing a complaint, or against any individual for cooperating in an investigation of a complaint, is against the GCMAS policy and **it is against the law.**

5. Definitions

Complainant: An individual who believes he/she has been subject to harassment or discrimination and who files a complaint of harassment or discrimination, either informal or formal, against another individual(s).

Accused: Any person who has a harassment or discrimination complaint brought against them.

Retaliation: Conduct which is taken against a complainant because they have filed a complaint or conduct taken against an individual who has cooperated with the investigation of a complaint.



FORMAL COMPLAINT FORM
Confidential

(To be filed within ninety (90) days of the alleged occurrence)
Return to: GCMAS Administrator at saharhassani90@gmail.com

1. Name of Complainant: _____

2. Today's Date: _____

3. Date of alleged occurrence (Write the day, date, time and location):

4. Please write a detailed description of the occurrence:

5. What remedy are you seeking?

