



## ENGLISH

# Complaints-Handling Policy

**Organization :** New Brunswick Professional Association of Criminology (NBPAC)

**Version :** 1.0    **Adopted :** June 2, 2026

This policy establishes a fair, transparent and bilingual process for handling complaints against a member and protecting the public.

## 1. Who May File a Complaint

Anyone — a member of the public, client, employer or fellow member — may file a complaint concerning the professional conduct of a member.

## 2. Filing a Complaint

The complaint is submitted in writing, in the complainant's chosen official language, to the secretariat. It describes the facts, dates and people involved, and attaches any relevant documents.

## 3. Admissibility

The secretariat acknowledges receipt within 10 business days and forwards the file to the ethics committee, which determines admissibility within 30 days.

## 4. Review

1. The member concerned is informed and invited to respond within 21 days.
2. The committee may gather additional information and hear the parties.
3. The review respects procedural fairness and confidentiality.

## 5. Decisions and Measures

| Finding             | Possible measure                              |
|---------------------|-----------------------------------------------|
| Unfounded complaint | File closed                                   |
| Minor breach        | Written warning, corrective training          |
| Serious breach      | Reprimand, conditions of practice, suspension |
| Grave breach        | Removal from the Association                  |

## 6. Appeal

The member concerned may appeal in writing within 30 days. An independent appeal committee, none of whose members took part in the original decision, reviews the file.

## 7. Confidentiality and Good Faith

The process is confidential. Complaints made in bad faith or in a vexatious manner may themselves be subject to measures.



## 8. Register

The Association keeps a confidential register of complaints and their outcomes for accountability.