



Complaint Filing Options

FORMAL PROCESS

VOLUNTARY PROCESS

Ethics

Arbitration

Ombudsman

Mediation

Written Complaint

Grievance Review

Complaint is Accepted

- Refer to a hearing as presented *or*
- Amended to add/dismiss Articles/Respondents *or*
- Respondent may be offered a Citation *or*
- Complainant may appeal dismissals

Complaint is Dismissed

- Not timely filed *or*
- Does not support a violation of the Code of Ethics *or*
- Complainant may appeal dismissals

Grievance Decision is Appealed

- Appeal request is upheld and complaint proceeds *or*
- Appeal request is denied

Citation Offered

Written Reply

Hearing Held

Decision - Violation / No Violation

Rehearing / Appeal

Executive Committee Review

Written Request

Grievance Review

Request is Referred to a Hearing

- Mandatory arbitration *or*
- Voluntary arbitration

Request is Dismissed

- Not timely filed *or*
- Not arbitrable *or*
- Amount is too large/too small
- Too legally complex *or*
- No jurisdiction

Grievance Decision is Appealed

- Appeal request is upheld and request proceeds *or*
- Appeal request is denied

Written Response

Hearing Held

Award Decision

Procedural Review

Written Request

Phone Call

Conference

Resolution