## Written complaint received by the RITANZ Board Complaint dismissed by Board on the grounds that it **Board agrees to investigate** complaint a) petty b) inappropriate; or Notice of meeting is sent to Member at least 15 working days prior to the scheduled meeting to consider the members conduct **Member may respond to the Board in writing within 10** working days of receiving the notice of meeting **Board undertakes** further enquiries Board or special committee conduct a hearing at which the complainant and the member have an opportunity to be heard The Board or special Committee reach a determination The Board or special Committee issue their decision, in writing, to the Member and the Complainant