



Speak Up Process Flowchart

Complaint Received

Complaints come to the AMGA in the following formats:

- AMGA Website
- Direct to AMGA Staff
- Through Investigations Law Group (ILG) (amga@ilghotline.com)

Investigator Determined

An investigator** is identified who will complete the complaint intake process and conduct an investigation

Investigation

- If Tier 2: Investigator finds facts and sends a report to the Professional Compliance Committee (PCC)
- If Tier 1: Investigator communicates directly with the complainant and respondent to establish a restorative approach (no report to PCC)
- If SOP: See below for details

If SOP

- SOP violations are sent to an SOP review team within the PCC
- SOP review team investigates and reaches a decision
- Complainant and respondent are notified of the outcome

Intake Form Completed

Document:

- Date of the complaint
- Description
- Potential violations of the AMGA Code of Ethics and Conduct*
- Decide whether the complaint is Tier 1, Tier 2, or Scope of Practice (SOP)

Notification

Investigator notifies complainant and respondent in writing that AMGA has received the complaint and outlines next steps

PCC Review and Decision

- PCC reviews all details of the investigation
- PCC reaches a decision
- Complainant and respondent are notified of the outcome

Appeals

If a respondent believes there has been an error in the process they may appeal the decision by submitting a written Request for Appeal to the AMGA staff who investigated the complaint, or to ILG

FOR MORE DETAILS
AND THE FULL PROFESSIONAL COMPLIANCE PROCEDURES,
VISIT: AMGA.COM/SPEAKUP

*Violations of the AMGA Code of Ethics and Conduct by AMGA employees, members of the AMGA Board of Directors, Providers, and Accredited Businesses may be reviewed and adjudicated under the *Professional Compliance Procedures* and/or other AMGA policies, agreements, and contracts as described in Article 3 of the Professional Compliance Manual

**Investigators may include the AMGA Deputy Director or Membership Director, or ILG. Investigators will be selected to avoid a conflict of interest. Examples of conflict of interest include but are not limited to: an investigator determines the complainant or respondent is a person with whom they have a close personal or professional relationship, they would benefit from a particular decision made by the PCC, or they identify a personal or professional bias that could negatively affect their ability to conduct an impartial investigation