

Complaint to PCC process

GOsC (old) KPI - 52 weeks - does not meet PSA reporting requirements				
Comment		Counted in 52 week KPI		
		Yes	No	
	42 day target to get from contact from complainant to complaint received, otherwise screened out			
Step 1	Contact from complainant		✓	
Step 2	Complaint received	✓		<div><div></div><div></div><div></div><div></div><div></div></div> <div>3 weeks</div>
Step 3	Pre-screener review	✓		
Step 4	Draft particulars of concern	✓		
Step 5	SCREENER: SCREENS IN CASE?	✓		
Step 6	Registrant notified of allegation	✓		
Step 7	Preparation for IC: osteopathic records, complainant witness statement, clinical advice, etc	✓		<div><div></div><div></div><div></div><div></div><div></div></div> <div>17 weeks</div>
Step 8	Response from registrant	✓		
Step 9	Comments on registrant response from complainant	✓		<div><div></div><div></div><div></div><div></div><div></div></div> <div>52 weeks</div>
	Documents prepared for Investigating Committee: bundle and coversheet	✓		
Step 11	INVESTIGATING COMMITTEE	✓		
Step 12	Decision to refer	✓		
Step 13	Preparation for PCC Hearing: expert report, supplementary statement from complainant, other witness statements, medical records, clarification of IC questions	✓		
	Instruct Counsel	✓		
	List hearing	✓		
	Serve GOsC papers on registrant	✓		
	Registrant provides papers	✓		
Step 18	PCC HEARING	✓		
NB: Under the above situation, the total time span is 58 weeks				
Pre-formal complaint (not currently counted)		6 weeks		
Formal complaint to screener		3 weeks		
Formal complaint to Investigating Committee		17 weeks		
Investiagting Committee to Professional Conduct Committee		35 weeks		
KPI period		<u>52 weeks</u>		
Actual total period including pre-formal complaint stage		<u>58 weeks</u>		

Complaint to PCC process

GOsC (new) KPI - 52 weeks - meets PSA reporting requirements				
Comment		Counted in 52 week KPI		
		Yes	No	
Step 1	Contact from complainant		NEW: Start counting from here	
Step 2	Complaint received	✓		<div><div></div><div></div><div></div><div></div><div></div></div> <div>9 weeks</div>
Step 3	Pre-screener review	✓		
Step 4	Draft particulars of concern	✓		
Step 5	SCREENER: SCREENS IN CASE?	✓		
Step 6	Registrant notified of allegation	✓		
Step 7	Preparation for IC: osteopathic records, complainant witness statement, clinical advice, etc	✓		<div><div></div><div></div><div></div><div></div><div></div></div> <div>26 weeks</div>
	Preparation for PCC: expert report, supplementary statement from complainant, other witness statements, medical records,		MOVED: this work to take place before IC, hence need for extra time	
Step 13		✓		
Step 8	Response from registrant	✓		<div><div></div><div></div><div></div><div></div><div></div></div> <div>52 weeks</div>
	Comments on registrant response from complainant	✓		
Step 9	Documents prepared for Investigating Committee: bundle and coversheet	✓		
Step 10	INVESTIGATING COMMITTEE	✓		
Step 11		✓		
Step 12	Decision to refer		Any IC questions arising will be resolved here	<div><div></div><div></div><div></div><div></div><div></div></div> <div>SCD: 6 weeks</div>
	Instruct Council	✓		
	Serve GOsC papers on registrant	✓	MOVED: steps swapped around under Standard Case Directions	
	List hearing	✓		
	Registrant providers papers	✓		
Step 18	PCC HEARING	✓		
NB: Under the above situation, the total time span is 52 weeks				
Complaint to screener (from initial point of contact with complainant)		9 weeks		
Complaint to Investigating Committee (from initial point of contact)		26 weeks		
Investiagting Committee to Professional Conduct Committee		26 weeks		
KPI period		<u>52 weeks</u>		
Actual total period		<u>52 weeks</u>		