

April 2014

Statement of UKPHR's support for complainants and registrants

Fitness to practise - General

The Registrar has responsibility for ensuring the fair and transparent operation of UKPHR's fitness to practise rules and procedures.

The rules provide for the Registrar to appoint an Investigation Panel to conduct an investigation into matters raised in a complaint or otherwise coming to his attention.

The rules provide for the convening of the Fitness to Practise Panel and govern its role and procedures.

The Registrar will be assisted by a Registrar's assistant within UKPHR's paid staff. The assistant will also provide the secretariat for the Fitness to Practise Panel and any Investigation Panel.

Like the Registrar, the Registrar's assistant must maintain independence and impartiality and ensure the fairness and transparency of UKPHR's rules and procedures.

Complainants and registrants alike are entitled to expect completely professional conduct on the part of the Registrar and the Registrar's assistant. This means that politeness and courtesy, timely communication, straightforward explanation and accuracy may be expected at all times.

Complainants and registrants may communicate officially with the Registrar and the Registrar's assistant through UKPHR's office and can expect responses that accord with the standards set out in the previous paragraph.

In addition, the Registrar will consider requests from complainants and/or registrants for the appointment of a dedicated contact within UKPHR. Appointments of such contacts will be within the Registrar's discretion but the Registrar will always take into account the reasons given for the request.

A complainant and a registrant involved in the same matter will not both be given the same contact.

Any such appointed contacts will conduct themselves in the same professional way as the Registrar and Registrar's assistant in that politeness and courtesy, timely communication, straightforward explanation and accuracy may be expected at all times.

Such contacts will:

- Provide an additional check that timescales are being met
- Give assurance that information delivered to UKPHR has been received
- Check that information sent by UKPHR has been received
- Be a point of reference for progress chasing/review of progress
- Ensure that arrangements for attendances at meetings/hearings have been made and are understood
- Give out information about procedures to be followed at hearings
- Explain what to expect from the process as a whole (for example powers and outcomes)
- Provide feedback, explain outcomes and discuss further options.