

STEP 1

Submit complaint against a Registered member of IDNS in confidence, to IDNS Registrar in writing (idnsregistrar@gmail.com), with all relevant information and your contact email address.



STEP 2

Chair of Complaints Committee will investigate the nature of the complaint and determine if it falls under the regulatory authority of the Association. The Chair will acknowledge the complaint within 10 business days. If it takes longer, we will contact you and follow up accordingly.



STEP 3

If the complaint falls under the regulatory authority of the Association IDNS will, through investigation, consultation and peer review, determine if disciplinary action against a member is required. The length of this process is dependent on the nature of the complaint. All parties involved in a dispute are to receive a fair review.



STEP 4 – OUTCOMES

STEP 4

Appoint a mediator to resolve the complaint

OR

STEP 4

The Complaints Committee may enter into a settlement agreement with the member of the Association.

OR

STEP 4

The Complaints Committee finds that no disciplinary action is required. The Chair will notify the complainant that the case will be dismissed.

OR

STEP 4

Caution the Member of the Association.

OR

STEP 4

The Complaints Committee may refer the complaint to a hearing committee.