



HUMAN GENETICS SOCIETY OF AUSTRALASIA

ARBN. 076 130 937 (Incorporated Under the Associations Incorporation Act)
The liability of members is limited

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Professional Concerns and Complaints for Genetic Counsellors Information about raising a formal complaint

Professional concerns and complaints about genetic counsellors are managed by the [HGSA Professional Concerns and Complaints Committee \(PCCC\)](#) according to the [HGSA Professional Concerns and Complaints Management for Genetic Counsellors Policy and Procedure \(the Policy\)](#).

Who can make a complaint?

Any person (the Complainant) may make a complaint about the conduct of a genetic counsellor (the Respondent) if they have personal knowledge of behaviour that breaches the [HGSA Code of Ethics for Genetic Counsellors](#) and/or [Scope of Practice for Genetic Counsellors](#). A Complainant may not be a current member of the PCCC.

Another person may raise a complaint on behalf of the Complainant if:

- (a) the Complainant does not have capacity to make the complaint, AND
- (b) the Complainant has agreed to the complaint being made.

The Complaints Officer has absolute discretion to determine whether or not a complaint is accepted from a person who is not the Complainant.

When can people make a complaint?

Within two calendar years after the date on which the breach of the [HGSA Code of Ethics for Genetic Counsellors](#) and/or [Scope of Practice for Genetic Counsellors](#) occurred. The Complaints Officer has absolute discretion to determine whether or not a complaint should be accepted after this period.

What are the responsibilities of Complainants/Respondents?

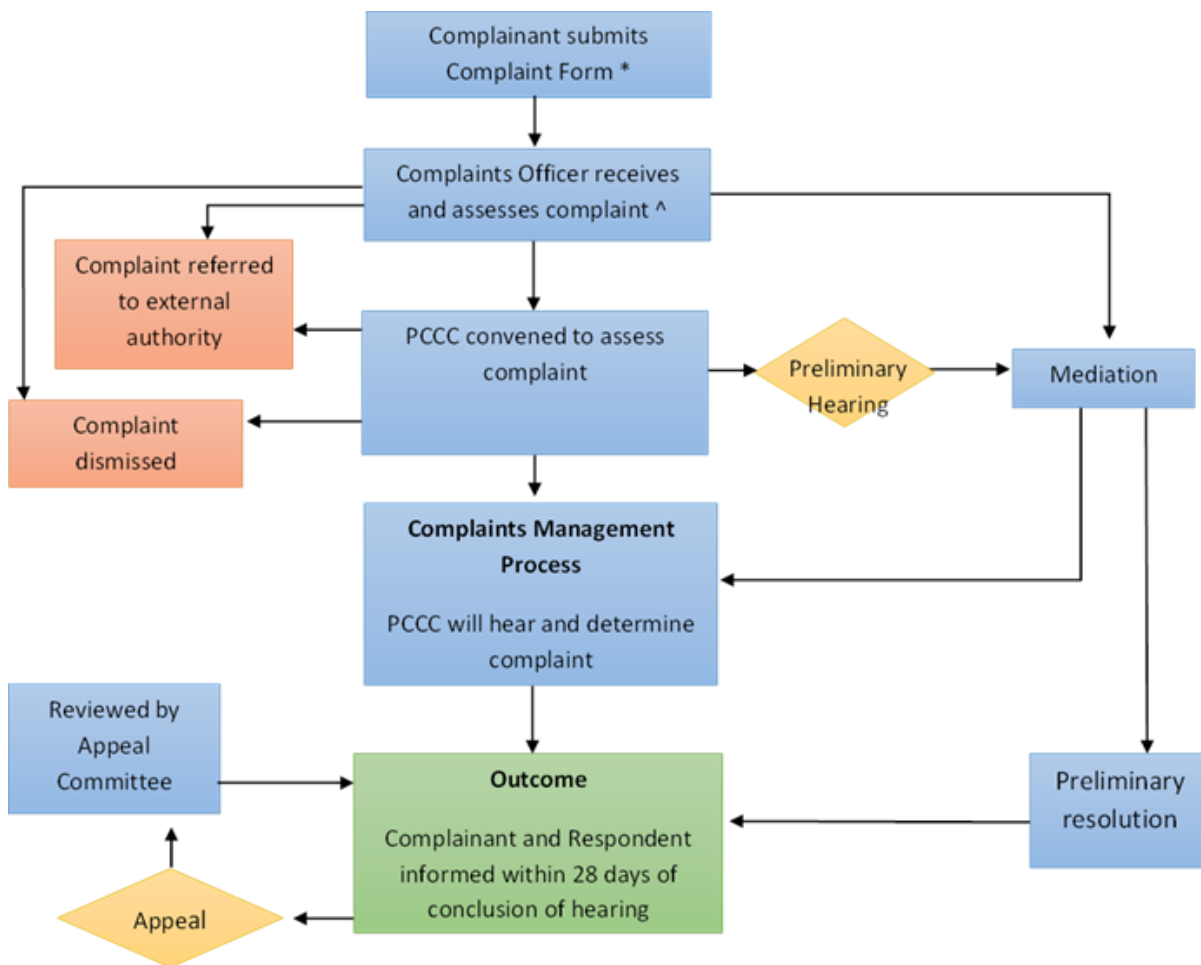
- Cooperate with the Complaints Officer, the PCCC and the HGSA Council.
- Provide complete, accurate and honest information in relation to the complaint
- Comply with the time limits and requirements set out in the Policy.
- Comply with any penalty imposed as a result of the Policy.

Respondents have the right of appeal as outlined in [the Policy](#).

How can a complaint be made?

Complainants can complete and submit the Complaints Form online, by email, or by post to the HGSA Secretariat. Copies of the Policy and the Complaints Form are available on the [Professional Concerns and Complaints Committee page](#) on the HGSA website or by contacting the HGSA Secretariat (phone 02 9669 6602 or email secretariat@hgsa.org.au).

Professional Concerns and Complaints Process



*Within 2 calendar years of alleged incident

^ Within 15 working days of receipt of Complaint Form

Where can I get more information?

- [HGSA Code of Ethics for Genetic Counsellors](#)
- [HGSA Scope of Practice for Genetic Counsellors](#)
- [HGSA Professional Concerns and Complaints Management for Genetic Counsellors Policy and Procedure](#)
- [Professional Concerns and Complaints at www.hgsa.org.au](http://www.hgsa.org.au)

Hard copies of all Policies and Documents are available through the HGSA Secretariat (phone 02 9669 6602 or email secretariat@hgsa.org.au).