

The Complaints Procedure (CP) defined in this document shall be as determined by the Board from time to time and shall include the following orders:

1. Any member or a third party may apply to the Board for a hearing of a complaint against another member, which concerns the violation of PAP's code of ethics and practice. All complaints shall be made in writing to the Board via the secretary.
2. If the complaint is against a person who is not a PAP member but belongs to the membership of an organizational member of PAP, the complaint is referred to PAP's particular organizational member for examination and resolution. If the complainant is not satisfied with the outcome he may re-apply to the Board or may use any other legal means.
3. On receipt of a complaint against a member of PAP the Board appoints a «Screening Official» (SO) whose responsibility is to examine the complaint and determine whether the issue constitutes a dispute that may be alternatively resolved through the involvement of PAP's appointed mediator.
4. If the nature and severity of the complaint is such that may not be subject to an alternative dispute resolution through the involvement of the mediator the SO forms a «Disciplinary Committee» (DC) to attend to the issue.
5. The DC gathers all the evidence brought by the complainant, informs the accused party for the matter and asks from it, within a reasonable time which does not exceed two months, to present its own view. The information which is requested and provided must take into consideration the necessary professional regulations of confidentiality.
6. The DC, having completed their examination shall take its decision on the principle of the proof of guilt and if deemed necessary presents it at a meeting of all interested parties. The DC may reject the complaint or having established the guilt, in whole or in part, of the accused member, decides accordingly to enforce any of the following sanctions:
  - 6.1 Written reprimand or warning
  - 6.2 Temporary or permanent loss of an administrative office within the Association.
  - 6.3 Temporary or permanent suspension of membership.
  - 6.4 Fine up to €200 (two hundred euros)
7. The member undergoing a CP, having first been informed in writing about the reasons for which disciplinary measures are being imposed on him, is called to a written apology within ten days.
8. The decision of the DC shall be subject to appeal within 30 days from its issue and if the appeal is about a conviction the decision is subject to a review by the General Meeting. The decision of the General Meeting, the decision shall be final and shall be conveyed in writing to the Board which informs the interested parties accordingly.

9. The final decision may be publicized through those means which are judged as the most beneficial.
10. The violation of the CP, which is provided by these regulations and any updated regulations provided by the Board in a relevant document ensues automatically the cancellation of the relevant disciplinary action.