

complaint is of a serious nature it is important to follow through with a formal complaint.

how to make a complaint

All complaints need to be in writing and submitted to office@dapaanz.org.nz with 'dapaanz complaint' in the subject header. If you need to talk through your concerns, or check out whether a complaint is appropriate, you can contact Sue Paton on **04 282 1809** or **021 187 4311**. When writing a complaint, keep to the facts and, if possible, be specific about the ethic(s) the member has breached. It is advisable to also submit any supporting evidence.

what is the process?

Once dapaanz receives a formal complaint, it is checked to see whether the person at the centre of the complaint is a member and whether the complaint relates to a breach of ethics. If the complaint meets the threshold, it passed onto the Complaints Convener. The person who is being complained about is always given a copy of the complaint and provided with the opportunity to respond. When he or she has responded, the Practice Standards Panel review the complaint, the response and any other evidence and consider their response. Once a decision is made by the Practice Standards Panel, the respondent has 15 working days to lodge an appeal. For more detailed information on the complaints process check out clause 14 in the Constitution at <http://www.dapaanz.org.nz/resources> or contact Sue Paton **04 282 1809** or **021 187 4311**.

Contact us

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dapaanz

fostering excellence in addiction practice



getting help?

You are probably reading this if you are thinking about seeking help from an addiction professional. That is a great decision! However, getting started can be a daunting process, so here's some information to make that easier.

about dapaanz

Dapaanz is the professional association for those working in the addiction sector. Our members are passionate about making a difference for individuals, whānau and communities.

Dapaanz is passionate about helping our members to achieve this.



things to consider before choosing a practitioner

One of the key things to think about is whether the person is qualified, competent and part of a professional association.

there are different levels of dapaanz membership:

Standard Member

Open to anyone who is interested in addiction – there are no qualification or continuing professional development requirements and the person is not required to be under a clinical supervisor

Support Worker

There are no qualification requirements, but there is requirement for continuing professional development and for the person to be under a clinical supervisor. Often support workers have lived experience and this can be really valuable.

Provisional Practitioner

On the pathway to full registration – all practitioners have to be provisionally registered for 12 months before becoming fully registered. This person will have an applied bachelor degree (or higher) in addiction, or counselling, or nursing, or social work, or something similar. They are also required to undertake continuing professional development and clinical supervision

Registered Practitioner

Registered as fully competent. This person will have an applied bachelor degree, and if that degree is not addiction-specific, will also have a level 7 or higher addiction qualification. They are required to undertake continuing professional development and clinical supervision

All dapaanz members (including standard members) are required to abide by the dapaanz Code of Ethics (the Code). The key principles of the Code are:

- respect for the dignity of others
- beneficence and non-maleficence (do good and not do harm)
- trustworthiness
- confidentiality
- honesty and integrity
- fairness
- skillfulness
- professional conduct
- cultural competency and respect

You can find a copy of the Code at dapaanz.org.nz/code-of-ethics

what if things go wrong?

If you have concerns about how a member has behaved, and their behaviour breaches the ethics outlined in the Code, you can make a complaint. Wherever possible, express your concern first to the member/practitioner. If you believe the