

## NESS Behavior Consulting's PROCEDURE FOR INVESTIGATION AND REPORTING OF UNPROFESSIONAL CONDUCT

The organization provides employees, patients, and volunteers with a confidential means to report suspected impropriety or misuse of organizational resources. The organization has a policy prohibiting retaliation against persons reporting improprieties.

The following is an outline of NESS Behavior Consulting's policy for investigating and reporting unprofessional conduct and complaints.

In the event that there is an allegation of unprofessional conduct, the following *procedures & timeline* for investigation and reporting of unprofessional conduct/ Complaints shall be initiated:

First Responder, as soon as it is clear that you are receiving a complaint:

- ❖ If there appears to be a potential danger to the client, other clients, or staff, ask the speaker to call 911 or direct the speaker to call 911.
- ❖ If this action or subsequent action results in an arrest, NESS Behavior Human Resource Department must be notified in writing via email [staffing@nesscares.com](mailto:staffing@nesscares.com) - informing them of the provider's arrest and removal from working with children pending the outcome of legal action and an internal investigation.

If there is no real-time potential danger, record the following:

- Date and time of the incident
- Name of person reporting the allegation, his/her role, and relationship to the child.

This complaint must be submitted online via our complaint form:

<https://www.nessbehaviorconsulting.com/submit-a-complaint>

- The immediate supervisor of the provider against whom the allegation was made shall contact the provider and suspend his/her services until an investigation has been completed and a finding is made. It is important to record the provider's version of the incident, who he/she believes witnessed the event, and other evidence supporting his/her version.
- The immediate supervisor will contact the Human Resources Director of NESS Behavior Consulting and, with their assistance, will conduct a complete and thorough investigation of the allegation.
- The provider charged with unprofessional conduct shall be made aware of the nature and extent of the complaint and will be advised of his/her rights pertaining to representation by legal counsel if they so choose.

A witnessed statement shall be obtained from the provider in which he/she:

- will be allowed to provide information, testimony, and any evidence that they feel mitigates the allegations made against him/her.



If the incident did not involve dangerous behavior but violates NESS Behavior Consulting policy, such as taking cell phone calls during a therapy / instructional session or violating the dress code, the Human Resources Director should be notified, and appropriate actions will be taken.