

**PNAA ETHICS COMMITTEE**  
**Complaint and Grievance Policy**

Policy.....	12.2
Reviewed Ethics Committee .....	2/2019
Revised Ethics Committee .....	6/2019
Reviewed and Approved EB ....	6/19/2019
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**PURPOSE**

- A. To guide all PNAA members in observing the PNAA Ethical Standards and Rules of Conduct
- B. To provide a mechanism to identify, analyze and resolve ethical conflicts and issues presented to Philippine Nurses Association of America (PNAA).
- C. To identify policies and procedures in reporting, reviewing, fact-finding and recommending course of action needed to resolve ethical issues.
- D. To strengthen ethical leadership behavior by transparent and ethical decision-making.

**POLICY**

**(A) Misrepresentation**

- 1. No member of PNAA shall make a statement or take public reference in the name of the organization that is in conflict with or constitute a misinterpretation of a policy or position established by the PNAA Executive Board.
- 2. No member of PNAA shall give the impression that he/she is representing PNAA when speaking in public or adapting the position of another organization without official authorization from PNAA.
- 3. No member of PNAA Executive Board shall give permission to use his/her membership or position in any manner, such as the unauthorized use of PNAA logo, letterhead or any other official publication or document.

**(B) Conflict of Interest (COI):**

- 1. Every member elected or appointed to a leadership position has a commitment of loyalty to and must serve in the interests of PNAA. A COI is a “situation that exists when someone’s loyalty maybe divided between the first organization and a second person or organization”. A complication arises if the member takes measures related to the conflict. A member in a COI situation may “act appropriately by respecting his/her duty of loyalty, or inappropriately by violating it”.

2. As part of an officer's duty of loyalty to PNAA, members of the Executive Board and authorized decision-makers have an obligation and responsibility:
  - a. To promptly disclose any conflict or potential COI on any relevant issue as conflict arises.
  - b. To abstain from participation in FINAL deliberations and decisions concerning the issue.
  - c. To abstain from making unauthorized public comment upon that issue.
3. A COI situation exists "when the interest or concerns of any member or said member's immediate family, or any interested party, group or organization to which said member has allegiance, may be seen competing with the interests or concerns of PNAA".
4. Members of the Executive Board are responsible for self-identifying those individuals that the member considers to be "immediate family members" in this policy.
5. This policy applies to all members of PNAA, including members of the Executive Board authorized to vote or involved in decision-making on behalf of PNAA.

#### **C. Unethical Behavior and Conduct**

1. Violation of the PNAA Standards and Rules of Conduct as described in the Ethics Policy and Procedure 12.1\* shall constitute "unethical behavior and conduct".
2. PNAA members who violate the PNAA Standards and Rules of Conduct shall follow the review process and procedures described in this policy.

#### **RESPONSIBILITIES of the ETHICS COMMITTEE**

1. The Ethics Committee shall provide guidance, review policies and procedures of the involved parties and analyze issues that may have caused the potential problem.
2. The Ethics Committee shall oversee compliance with the rules of conduct, standard and policy that guide the involved organization.
3. The Ethics Committee shall protect the dignity, rights, safety of the well-being of both parties who may be involved in the issues at hand.
4. The Ethics Committee shall address unresolved ethical issues at the chapter, regional and national level. The process shall be conducted objectively and fairly with opportunity to hear from both parties involved.
5. The Ethics Committee may add additional members as necessary to assist in fact-finding and resolving ethical issues.

## DISPUTE RESOLUTION: COMPLAINTS And GRIEVANCES

### Procedure

#### 1. **Complaint.**

The dispute resolution process begins with a **complaint**. A complaint is defined as a formal allegation against a party. It should be an appropriate articulation of the issue by the complainant to the President & Executive Board. If the complaint is not resolved, a grievance maybe filed.

#### 2. **Grievance.**

A **grievance** is an official written statement of a complaint over something believed to be wrong, unfair, or conduct which undermines ethical principles. The following should be observed when filing for a grievance. The Grievance Form may be obtained from the PNAA Policy and Procedure website (Ethics Policy and Procedure 12.3) or may be obtained from the Ethics Committee).

**STEP 1: CHAPTER LEVEL.** A formal grievance must be completed using the Grievance Form and signed by the member involved. The grievance must:

- i. Be timely
- ii. Concise
- iii. Include the facts and date the grievance occurred.
- iv. State the policy, procedure, rule or regulation involved.
- v. **Time limit.** The completed grievance form must be filed with the Chapter president within 30 days of occurrence.
- vi. **Response.** The chapter president must provide acknowledgment of the Grievance Form upon receipt to the individual, to indicate the timeline for tracking. The local chapter EB will assess and review the grievance. A written answer within 10 calendar days after receiving the grievance will be provided once a final recommendation is reached. If the member agrees with the final recommendation and the grievance is resolved, he or she will respond in writing and no further action is needed. The case will be officially closed. The Chapter's Ethics Committee (if applicable) or Secretary will file the completed grievance form for record keeping.

**STEP 2: REGIONAL VICE PRESIDENT (RVP) LEVEL.** If the grievance is not resolved in step one, the member may appeal to the RVP within seven (7) calendar days after receiving step one's written answer. The Chapter President will also provide the recommendation approved by the chapter's EB to the RVP.

- i. The RVP or his/her designee shall arrange a meeting with the parties involved, within ten (10) calendar days after the appeal is received, using the best available technology.
- ii. Within seven days (7) after the meeting, the RVP shall communicate an answer in writing to the involved parties.

### **STEP 3: PNAA ETHICS COMMITTEE LEVEL**

- i. If the grievance is not resolved at step two, The RVP shall notify the Chairperson of the PNAA Ethics Committee within seven (7) days.
- ii. The Ethics Committee shall conduct an investigation of the grievance, report findings, and recommend a decision within 10 calendar days to the PNAA Executive Board.

### **STEP 4: EXECUTIVE BOARD LEVEL.**

The PNAA President and Executive Board shall make the final decision and communicate their findings to the appropriate parties.

### **3. ETHICAL ISSUES AT THE PNAA EXECUTIVE BOARD**

- i. If the grievance is against a member of the PNAA Executive Board, the grievance shall be submitted directly to the Chairperson of PNAA Ethics Committee within 30 days of occurrence.
- ii. The involved party shall be notified by the Ethics Committee Chair within 48 hours, with the opportunity for the involved party to respond in writing within 7 calendar days from the date of notification.
- iii. The Ethics Committee shall investigate and report findings and submit recommendations to the Executive Board within 10 Calendar days.

### **\*STANDARDS AND RULES OF CONDUCT**

- A. See PNAA Standards and Rules of Conduct  
(PNAA P&P 12.1)

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Revised 2/3/2019, PNAA Ethics Committee Chair: Leticia Hermosa  
Approved: 2/9/2019, PNAA Ethics Committee  
Approved: 6/2019 PNAA Policy and Procedure  
Approved 6/26/2019 PNAA Executive Board

#### References:

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