**4.3.1 TEMPLATE: Comparative table against the statutory Model Code**

| **Model Code** | **Model Code Text** | **Provision of occupational association** | **Difference between occupational association and Model Code** |
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| Actions subject of complaint | A complaint may be made that a member of the occupational association has acted (or has failed to act) in such a way as to justify the taking of disciplinary action against the member under this Code. A complaint may be made and dealt with even though the person about whom it is made has ceased to be a member. |  |  |
| Who may make a complaint | Any person may make a complaint (including the occupational association and the Council(s)). |  |  |
| How a complaint is made | A complaint may be made to the occupational association. The complaint must be in writing and contain the particulars of the allegations on which it is founded. the occupational association must notify the Council(s) of each complaint made to it (other than a complaint made by the Council(s)). |  |  |
| What happens after a complaint is made | The occupational association must consider a complaint as soon as practicable after the complaint is made to it or notified to it by the Council(s). The association may then do any one or more of the following: 1. it may require the complainant to provide further particulars of the complaint,
2. it may carry out an investigation into the complaint,
3. it may attempt to resolve the complaint by conciliation,
4. it may decline to entertain the complaint (because, for example, the complaint is frivolous, vexatious, misconceived or lacking in substance),
5. it may conduct a hearing into the complaint.
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| Action after a hearing | After an occupational association has conducted a hearing into a complaint against a person, it may, if it finds the complaint substantiated, do any one or more of the following: 1. caution or reprimand the person,
2. impose conditions as to the carrying out of the person’s occupation,
3. require the person to complete specified courses of training or instruction,
4. require the person to report as to the carrying out of the person’s occupation at the times, in the manner and to the persons specified by the association,
5. order the person to obtain advice as to the carrying out of the person’s occupation, from such persons as are specified by the association,
6. expel the person from membership of the association.

If the association does not find the complaint substantiated, it must dismiss the complaint. The association is not entitled to make an award of compensation. |  |  |
| Notices of decisions | Within 30 days after a decision is made by an occupational association concerning a complaint, the complainant and the person against whom the complaint is made must be given a written statement of the decision. The statement must include the reasons for the decision. |  |  |
| Rights of representation | The complainant and the person about whom the complaint is made are not entitled to legal representation during attempts to resolve the complaint by conciliation but are entitled to legal representation during a hearing into the complaint. |  |  |
| Exercise of functions under the Code | A function of an occupational association under this Code may, in accordance with a resolution of the association, be exercised by the executive body of the association or by a person or persons appointed for the purpose. |  |  |
| Protection from liability | No matter or thing done or omitted by the occupational association or a person acting in accordance with a resolution of the association subjects a member of the executive body of the association or the person so acting personally to any liability if the matter or thing was done or omitted in good faith for the purpose of implementing this Code.[Note: The QLD PSL does not include a section to this effect and all jurisdictions other than WA and NSW include an additional subsection in regard to ‘reasonable belief.’] |  |  |