

COPE Complaint Investigation Process

Submission of Complaints

1. Complaints must be submitted in writing to ARBO within 3 months of the activity prompting the complaint.
2. Complaints can refer to a course and/ or an event.
3. To trigger investigation, the complaint must claim non-compliance with an active COPE policy.
4. Complaints must include contact information of the person making the complaint; this information will be protected and confidential, except as may be required by legal process.

Complaint Review

1. When received, ARBO staff will alert the COPE Committee Leadership.
2. Staff and committee designee will determine whether complaint is worthy of investigation and what additional information is required for review.
3. Follow-up correspondence regarding decision will be sent to person who filed complaint.

Investigation Due Diligence and Review

1. Staff will contact Administrator requesting copies of all course and event attendee evaluations, and attendee list with contact information.
2. Staff may contact Administrator requesting additional information and/or documentation.
3. Staff may contact Instructor requesting additional information and/or documentation.
4. Staff may contact Course and Event Attendees requesting additional information and/or documentation.
5. Staff may contact Corporate Sponsors requesting additional information and/or documentation.
6. Response from Administrators and Instructors must be received by ARBO within 30 days of the request.
7. COPE Committee Leadership will review documentation and information submitted.

Investigation Findings and Notice

1. The instructor and/or administrator may be found in compliance or not in compliance for the activity reviewed.
2. Notice will be sent to the instructor and/or administrator with explanation.
3. Should the administrator and/or instructor be found not in compliance, COPE may require the instructor or administrator to submit documentation of corrective action within thirty days of receipt of the notice, or rescind the instructor or administrator's ability to produce COPE courses and events.
4. COPE Committee Leadership will review corrective action documentation to ensure it is adequate to address the issue. If it does not adequately describe or document compliance it will not be accepted.

Investigation Outcomes

1. If the instructor or administrator does not respond within the designated timeframe, their ability to present COPE-approved courses and events will be rescinded.
2. Documentation of investigations and findings will be maintained in the ARBO office and made available to the COPE Committee and considered should there be additional complaints or future investigations.

3. Notice will be sent to the instructor or administrator within 10 days of any decision to be made at any time during this process to rescind their ability to present COPE-approved courses and events.
4. ARBO reserves the right to make public some information about the COPE Investigation Process which may include but is not limited to the facts and circumstances involved in the complaint and investigation, the name of the instructor and/or administrator involved the names of the commercial supporters and the findings.