

**POLICY ON THE HANDLING OF ANONYMOUS COMPLAINTS
ABOUT MEMBER CONDUCT**

1. Anonymous complaints about member conduct, or complaints made under false names, raise both practical problems and issues of fairness. Where a complaint is anonymous it may create problems in assessing or investigating the complaint.
2. The presumption is that, in the interests of fairness, a member is entitled not only to know what allegations are being made against them but also the identity of the person making them.
3. Factors which might outweigh the presumption that a member is entitled to know the identity of the person making a complaint and allow an anonymous complaint to be referred for investigation or some other action would include:

- **The complaint included allegations of a particularly serious or significant nature or where for other reasons the public interest would be best served by referring the complaint for investigation or other action.**

For example, there may be circumstances where serious matters are more likely to be raised on an anonymous basis.

- **There was a good reason why the complaint was being made on an anonymous basis.**

For example, there may be circumstances where a complainant would have a reasonable concern that if their identity were revealed it could lead to adverse consequence for their health and safety or financial well-being. This may depend upon the seriousness of the allegations being made and whether the allegations themselves were of a nature which suggested potential adverse consequences for a complainant.

- **The allegations could be properly investigated by reference to third party witness, documentary or photographic evidence provided with the complaint without need for further contact with the complainant.**
- **Where the complaint involves reference to direct interaction between the complainant and the member it is capable of being substantiated by a third party.**

