

### **Complaints that CNHC will not deal with (with effect from 12 May 2016)**

1. Complaints which have been made anonymously and which cannot be otherwise verified.
2. Complaints in which the complainant refuses to provide the necessary relevant information or evidence and in which the complaint cannot otherwise be verified or proved.
3. Complaints about breaches of the Committee of Advertising (CAP) Code of Practice (which is the role of the Advertising Standards Authority) unless there is evidence of a breach of the Cancer Act 1939.
4. Complaints which
  - (i) seek to reopen matters which have already been the subject of an employment tribunal process or Civil proceedings. However, CNHC reserves the right to act on the outcomes of employment tribunals or Civil proceedings
  - (ii) seek to pre-empt or influence the outcome of other regulatory or Criminal proceedings. However, CNHC reserves the right to act on the outcomes of regulatory or Criminal proceedings.
  - (iii) lie more properly within the jurisdiction of another regulator and which should have been made to that regulator.
5. Complaints which relate to employment disputes between practitioners unless there is evidence of dishonesty or intent to deceive.
6. Complaints which relate to contractual disputes between practitioners, including arrangements for use of premises and facilities.
7. Complaints relating to business disputes between practitioners including:
  - (i) passing off/similar sounding web domain names or trading names;
  - (ii) 'patient poaching';
  - (iii) matters arising from the breakup of a professional relationship unless there is evidence of a breach of patient confidentiality or any Data Protection issues.
8. Complaints about a registrant's personal life (including matters arising out of divorce proceedings) unless the complaint relates to abusive behaviour or violence, or could bring the profession into disrepute.
9. Complaints which have no public protection or patient safety implications but which are made simply on the basis that the complainant is aware that the other party to a dispute is a registrant (e.g. boundary disputes between neighbours).
10. Motoring offences punishable only by a fine unless drugs or alcohol are involved and there are potential health issues in relation to the registrant.