

REGULATORY REPORT**Investigating Committee: performance against agreed service standard**

The performance standard for 2009 is as follows

- 50% of final decisions of the Investigating Committee to be taken within four months of its first consideration of the complaint.
- 90% of final decisions of the Investigating Committee to be taken within six months of its first consideration of the complaint.

As the year progresses data will be provided to Council to enable it to monitor how the Investigating Committee is performing as measured against the agreed service standard.

Since the last Council meeting in May 2009, 594 complaints have been received. Of these, 585 are concerned with issues of which Council is fully aware.

Current data from the Investigating Committee:

August 2000 – to date:	To date	2009	2008	2007	2006	2005	2004	2003	2002	2001	2000
Total Number of Complaints Received	935	611	26	22	36	130	45	18	16	20	11
No Case to Answer	193	2	10	7	18	101	18	8	9	12	8
Referred to PCC	120	6	7	14	17	25	25	9	7	7	3
Withdrawn by Complainant	18	4	5	1	0	4	2	1	0	1	0
Referred to HC	0	0	0	0	0	0	0	0	0	0	0
Awaiting decision	604	599	4	0	1¹	0	0	0	0	0	0

¹ This case has been re-opened at the request of the complainant and is currently before the Investigating Committee.

Professional Conduct Committee: performance against agreed service standard

The agreed service standard for the Professional Conduct Committee for 2009 remains the same as it was for 2008 that is

- 90% of cases referred by the Investigating Committee to be listed for hearing within nine months.

To date we have met the agreed performance standard.

Of the 120 cases referred to the PCC to date, 108 have been heard/commenced, 5 have been listed for hearing and 7 remain to be listed.

88 hearing days were provisionally assigned for 2009. However as at 6 August 2009, 75 hearing days and 9 review hearing days have been used/assigned for 2009. This includes 20 days for one case, which is totally exceptional. An explanation was provided in the May 2009 report.

All Professional Conduct Committee decisions can be viewed at www.gcc-uk.org.

Section 32 (1) Investigations:

The office continues to actively gather evidence with regard to all allegations of offences under Section 32(1) of the Chiropractors Act 1994. Details of reports made to the police and the outcome are as follows

Period	Total	No police action taken	Case dismissed	Caution	Conviction	Conditional Discharge	Ongoing police investigation
2002– 2009	55	36	4	6	5	2	2