The National Association of Jewellers

NAJ Disciplinary Procedure Tree

Where can I report an issue?
In your first instance, you should report a perceived breach of the Code to the NAJ's Compliance Officer.
visit **naj.co.uk/resolve**
email **compliance@naj.co.uk**
call **0121 237 1110**

Official complaint raised against NAJ member

1 Preliminary investigation (by NAJ Compliance Officer)
- Complaint not upheld → No further action
- Upheld (ie: potential breach of the Code of Conduct) ↓

2 Further investigation (recommendations made to member)
- Member adheres to recommendations → No further action
- Member fails to act in given timeframe ↓

3 Formal Investigation (by NAJ Disciplinary Panel)
- Allegation dismissed → No further action
- Allegation upheld ↓

4 Member instructed to take remedial action and/or membership suspended or terminated
- Member complies → No further action
- Member fails to comply → Membership suspension or termination
- Right of appeal ↓

5 Appeals panel review
- Decision overruled → No further action

Decision confirmed. Penalty imposed or voided

To view all Codes of Practice and the full disciplinary procedure
visit **naj.co.uk/member-documents**
email **membership@naj.co.uk**