



COMPLAINTS POLICY

1. Purpose

1.1 This policy outlines the College's principles and processes for handling complaints.

2. Application and scope

2.1 It is applicable to any person accessing College services or programs.

3. Policy

3.1 ACRRM is committed to conducting its activities and providing its services with sensitivity and professionalism and appropriately managing any complaints that are received.

3.2 Managing complaints in a positive way is also recognised as integral to the College's commitment to continuous quality improvement.

3.3 The following principles will guide the management of complaints:

3.3.1 Responsiveness:

3.3.1.1 Complaints will be acknowledged and addressed professionally, sensitively, and as quickly as is practicable.

3.3.2 Privacy and confidentiality:

3.3.2.1 All reasonable steps will be taken to respect the confidentiality of the people involved in a complaint.

3.3.2.2 Personal details will not be revealed except where it is necessary for investigating and resolving an issue.

3.3.3 Fairness and objectivity:

3.3.3.1 Decisions will be based on relevant evidence.

3.3.3.2 Until the complaint is investigated, and a decision made, it will be considered an allegation.

3.3.3.3 Those who are affected by the complaint will be informed of the progress of investigations, and will have the opportunity to respond to, and comment on the evidence and decisions.

3.3.3.4 Individuals will be advised of their entitlements regarding a review of the decision at the time they are advised of the decision.

3.3.4 Continuous Quality Improvement:

3.3.4.1 Complaints received will be given due consideration in our efforts toward ongoing organisational improvement.

4. Process



- 4.1 To lodge a complaint in relation to the service or treatment you have received by the College, the following steps are to be followed:
 - 4.1.1 Speak with the individual directly involved:
 - 4.1.1.1 Direct contact is usually the quickest and most effective way to resolve an issue.
 - 4.1.1.2 Raise the issues with the person involved and explain your point of view.
 - 4.1.1.3 Under normal circumstances, this discussion should occur as close to the time of the relevant event as possible.
 - 4.1.1.4 ACRRM staff will ensure they are proactive in communicating with you regarding your concerns.
- 4.2 Speak with College management
 - 4.2.1 If you feel uncomfortable discussing the issue with the person concerned or that the issue was not dealt with appropriately as a result of speaking with the person most directly involved, then you should speak with the Manager responsible for the program or service.
 - 4.2.2 The College will date and record these conversations in compliance with its general principles regarding privacy and confidentiality.
- 4.3 Lodge a written complaint with the Chief Executive Officer
 - 4.3.1 If you feel that the issue has not been resolved satisfactorily, lodge a formal complaint.
 - 4.3.2 An online form is available at www.acrrm.org.au/feedback.
 - 4.3.3 Alternatively, you may lodge a complaint by writing to:

Chief Executive Officer
ACRRM
GPO Box 2507
BRISBANE QLD 4001
- 4.4 Receipt of your complaint will be acknowledged in writing.
- 4.5 The process of reviewing your complaint should begin within 10 working days, and you will receive a written response within a reasonable period.
- 4.6 Formal complaints will be reviewed by ACRRM management in consultation with relevant staff.
 - 4.6.1 If necessary, the Chair of the relevant program committee will be consulted to resolve the issue, or to determine if the issue needs to be addressed formally through committee or ACRRM Board processes.

5. Related Documentation

- 5.1 ACRRM Reconsideration, Review and Appeals policy



6. Definitions

Word/Term	Definition (with examples if required)
Complaint	Dissatisfaction or concern about the conduct or actions of the College or organisations delivering services on behalf of the College.

7. Document Control Management

7.1 Policy Information

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7.2 Document History

Version	Date Approved	Author	Description of revision	Internal Distribution	
				Date	Recipient/s
1.0	April 2021	Lynn Saul	Formatting changes only	June 2021	OCEO
Previous system	2020	Standards And Accreditation Manager	Reviewed formatting changes only	2020	ELT, OCEO, Board