



Policy Title: Complaint Handling

1. POLICY STATEMENT

The IAHA Board is committed to delivering high standards of accountability in business and customer service functions, for employees, members & stakeholders.

2. PURPOSE

This policy applies to complaints about decisions and/or actions by IAHA, the Board or Committee and the behaviour of an IAHA representative.

This complaint handling policy is designed to ensure that any concerns are treated seriously and are addressed promptly, fairly and equitably. Feedback is always welcome, whether positive or negative, to enable service improvement. This policy sets out our process for addressing complaints.

The Chief Executive Officer has overall responsibility for ensuring that complaints are actioned and/or investigated fully.

3. DEFINITIONS

Board: Board is the elected Board of Directors of IAHA.

Committee: Committee is the delegate of the IAHA Board.

Complaint: A complaint is an expression of concern, dissatisfaction or frustration with the quality or delivery of service, a policy or procedure, or the conduct of another person either physically or verbally.

Complainant: The person formally making an expression of concern, dissatisfaction or frustration with the quality or delivery of service, a policy or procedure, or the conduct of another person.

Delegate: A person being either an employee or Board member of IAHA who have been delegated to handle a complaint

Enquiry: An enquiry is when a person seeks information or has queries about:

- a request for a service
- a general operational matter
- an explanation of a policy or practice
- a third party or matter not directly related to an action or inaction of IAHA

- how to lodge an appeal in accordance with a standard procedure or policy.

Notification: A notification is the process of providing information about the professional conduct, professional performance or health of a Board member, member or employee to the IAHA Board of Directors.

4. POLICY AND PROCEDURES

Every complaint reported to IAHA will be treated seriously and addressed promptly and fairly, with thorough investigation and resolution within the recommended timeframes.

A complaint may also be made about IAHA's management of a complaint, though a complaint 'cannot' be made about the notification process where the information is provided to the IAHA Board of Directors.

4.1 Making a complaint

- Any person may make a complaint. To enable the timely consideration of a complaint, specific details of the incident, conduct or behaviour giving rise to the complaint should be provided.
- Complaints can be made over the phone, or in writing to an IAHA delegate
- IAHA encourages complaints, where possible, to be submitted in writing
- The CEO/Chairperson or their delegate will be a member of the IAHA secretariat, who will act as the contact point for a complaint.

4.2 How to make a complaint

- Lodge a complaint by phone and in writing
- Request and complete the IAHA Incident form available through the Secretariat by contacting: 02 6285 1010
- Send to:
The CEO/Chairperson
Indigenous Allied Health Australia Ltd
P.O. Box 323
Deakin West ACT 2600

Or Via email to admin@iaha.com.au
Or Fax: 02 6260 5581

4.3 Complaints received

An IAHA response will be guided by the following principles and actions:

- In the first instance, a received complaint by IAHA will be entered into the IAHA Complaints Register

- An IAHA acknowledgement that a complaint was received, will be issued in writing to the complainant within 7 days, with a notification of what action will be undertaken, including a timeframe for resolution
- Any complaints lodged with anonymity, where no name of the complainant is provided - will be noted in the Complaints Register and assessed if further action is or is not required or possible
- A complainant will be treated fairly
- In all instances, complainants will be advised of the name of the officer who is addressing their complaint
- Complaints will be effectively assessed, assigned priority and investigated, and in all but exceptional circumstances a resolution/outcome will be provided within 30-45 days
- The investigation will be objective, impartial and managed confidentially in accordance with privacy obligations
- The investigation will aim to resolve factual issues and consider options for complaint resolution and future improvement.
- More complicated complaints may require more time to investigate. IAHA will communicate its expectations to the complainant where a longer period is required.

4.4 Complaint dissatisfaction with IAHA's response

- Where a complainant is not satisfied with a response and/or outcome decision, they should write to the CEO/Chairperson within 14 days of the notification, providing reasons why they feel that the response and/or outcome is not satisfactory
- All dissatisfied complainant responses will be noted in the Complaints Register - under the original complaint entered
- The IAHA CEO/Chairperson will undertake an internal review of the complaint decision and provide information to the complainant within 14 days
- In exceptional circumstances, the internal review of a complaint decision and handling may be assigned over and conducted by the IAHA Board
- In the event that a complainant remains dissatisfied, the IAHA Board will review the matter and assess if additional external mediation and/or legal advice and assistance is required and notify the complainant of the options
- Further notification of resolution timeframes will be dependent on the external mediation options – if chosen.

4.6 Reporting

- The CEO/Chairperson will report on de-identified complaints, (being actioned or resolved) to the Board of Directors at their quarterly meetings
- IAHA will report on the number of de-identified complaints received - in their annual report to its members.

- All reported complaints to IAHA, will be internally documented, with relevant paperwork and files to be confidentially and securely stored on file within the IAHA secretariat.

5. ACKNOWLEDGEMENTS/REFERENCES

- 'Better Practice Guide to Complaint Handling', Commonwealth Ombudsman, 1 April 2009. Available
- 'The Why and How of Complaints Handling', Standards Australia, 26 June 2006. (HB 229—2006)
- 'Customer satisfaction—Guidelines for complaints handling in organizations', Standards Australia, 5 April 2006. (ISO 10002:2004, MOD).

6. RELATED LEGISLATION & IAHA POLICIES

- The Ombudsman Act 1976 (Cth) as adopted by the National Law and amended by the National Law Regulations.
- The Privacy Act 1988 (Cth) as adopted by the National Law and amended by the National Law Regulations
- Privacy Amendment (Enhancing Privacy Protection Act 2012)
- IAHA Privacy & Confidentiality Policy
- IAHA Code of Conduct Policy
- IAHA Conflict Resolution Policy

7. DEVELOPED:

Effective Date:	21 October 2013
Endorsed by the Board of Directors on:	1 November 2013
Reworked/redeveloped:	2 November 2015
Endorsed by the Board of Directors on:	24 February 2016
Review Date:	24 February 2017

Signed by the Chief Executive Officer:

Date: 24 February 2016



Signed by the Chair:

Date: 24 February 2016

