

Complaint Handling Guidelines

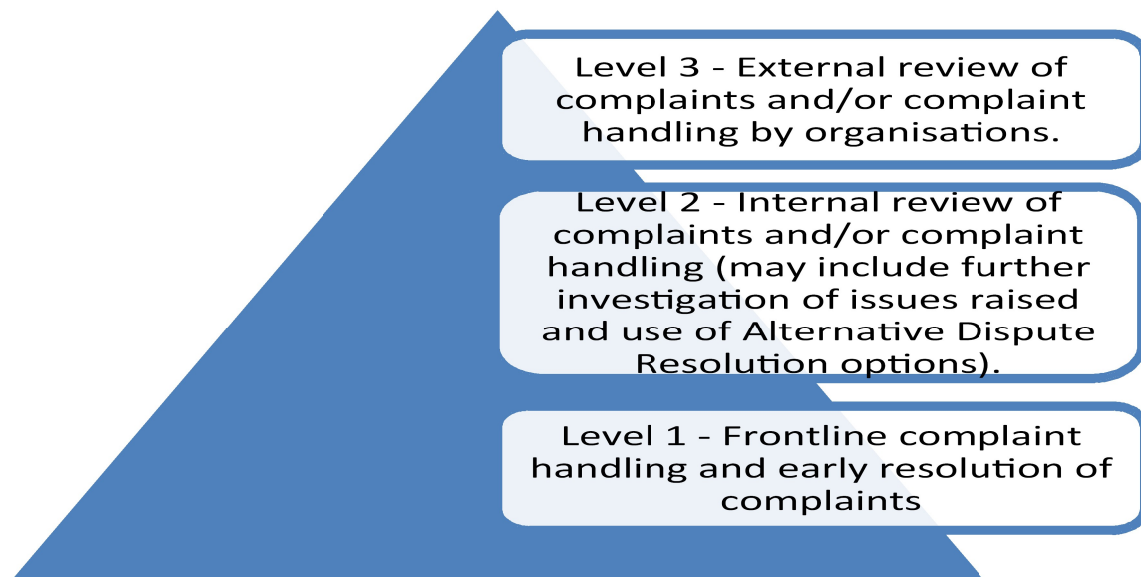
These guidelines are intended to ensure that we handle complaints fairly, efficiently and effectively.

Our complaint management process is intended to: enable us to respond to issues raised by people making complaints in a timely and cost-effective way; boost public confidence in our administrative process and provide information that can be used by us to deliver quality improvements in our events, training seminars and overall operation. Encourage all to be alert to complaints and assist those responsible for handling complaints resolve them promptly.

This policy provides guidance on our key principles and concepts of our complaint management process.

This policy applies to all staff, directors and officials receiving or managing complaints from the public made to or about us.

The three levels of complaint handling



We aim to resolve complaints at the first level, the frontline. Wherever possible appropriate members will be adequately equipped to respond to complaints, including being given appropriate authority, training and supervision.

Where this is not possible, we may decide to escalate the complaint to the Board of Directors within the ATA. This second level of complaint handling will provide for the following internal mechanisms:

- assessment and possible investigation of the complaint and decision/s already made, and/or
- facilitated resolution (where a person not connected with the complaint reviews the matter and attempts to find an outcome acceptable to the relevant parties).

Where a person making a complaint is dissatisfied with the outcome of the ATA Board of Directors review of their complaint, they may seek an appeal or external review of our decision as per the ATA Appeal Policy.

Complaint

Expression of dissatisfaction made to or about us, or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

This policy covers all complaints including but not restricted to:

- code of conduct complaints [see our code of conduct]
- responses to requests for feedback about the standard of our service provision
- reports of problems or wrongdoing merely intended to bring a problem to our notice with no expectation of a response “Feedback”
- Action requests

Any concerns raised in feedback or complaints will be dealt with within a reasonable time frame. Within 7 days the complainant will be notified that the complaint has been received and is being investigated.

People making complaints will be provided with information about our complaint handling process and: listened to, treated with respect, and actively involved in the complaint process where possible and appropriate, and provided with reasons for our decision/s and any options for redress or review.

We are committed to managing people’s expectations, and will inform them as soon as possible, of the following:

- the complaints process
- the expected time frames for our actions
- the progress of the complaint and reasons for any delay
- their likely involvement in the process, and
- the possible or likely outcome of their complaint.

The complaint process



Initial assessment and addressing of complaints

After acknowledging receipt of the complaint, we will confirm whether the issue/s raised in the complaint is/are within our control. We will also consider the outcome/s sought by the person making a complaint and, where there is more than one issue raised, determine whether each issue needs to be separately addressed.

When assessing how a complaint will be managed, we will consider:

- How serious, complicated or urgent the complaint is
- Whether the complaint raises concerns about people's health and safety
- How the person making the complaint is being affected
- The risks involved if resolution of the complaint is delayed, and
- Whether a resolution requires the involvement of other organisations.

After assessing the complaint, we will consider how to manage it.

To manage a complaint, we may:

- Give the person making a complaint information or an explanation
- Gather information (statements, witness accounts of the event, video of the event) from both the complainant and respondent
- Investigate the claims made in the complaint.

We will keep the person making the complaint up to date on our progress, particularly if there are any delays. We will also communicate the outcome of the complaint using the most appropriate medium. Which actions we decide to take will be tailored to each case and consider any legal requirements.