

Complaints Policy

06 March 2013

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Generally

This document relates to complaints brought by any person, including members of the public, other organisations, or members of the ACAA against the Association of Consultants in Access, Australia (ACAA), its office bearers or executive collectively or severally, or any of its members(s) for any purported breach of the ACAA's Rules of Conduct, other ACAA policies and/or its Articles of Association.

Complaints/claims on other grounds shall not be accepted by ACAA. Complaints that are clearly not genuine, trivial or vexatious will not be entertained.

All complaints and enquiries will be received and processed by ACAA's Secretary.

An informal resolution of complaints will be encouraged at all times.

Note

A claim seeking damages or a direction for specific performance may involve a collateral complaint (which if found to be justified could result in disciplinary action by ACAA) as part of the supporting evidence. Such a complaint cannot be dealt with by ACAA until after a court or tribunal has ruled upon its validity and/or the dispute has been resolved. If such resolution involves a mutual retraction of complaints it may not be able to be referred to ACAA at all.

1. All complaints must be made in writing and lodged with the ACAA by one of the following means:

a) in writing including the elements listed below, or by

b) using the ACAA Complaint Form (Click the link to downloadable)

2. The complaint should include the following information:

a) the name and address of the Complainant

b) the name and address of the Respondent

c) full details of the complaint, including any action being taken outside the ACAA complaint process

d) copies of all supporting documentation

e) details of any other organisation contacted regarding the complaint plus the outcome of that contact

f) the Complainant's signature and date of the complaint

g) details of any prior contact between parties involved (complainant / respondent), formal or informal

3. The complaint (either by letter or by using the ACAA Complaint Form) plus all supporting documentation should be forwarded by post to:

The Secretary, Association of Consultants in Access, Australia Inc. at the address below or email: secretary@access.asn.au.

4 Where a complaint is made against the Secretary of ACAA; all correspondence (as detailed above) should be addressed to the current ACAA President. Refer to Committee Members and Office Bearers page on ACAA website.

5 The complainant will be notified of receipt of the complaint in writing by the ACAA Secretary within ten clear business days. If this notification is not received, contact the ACAA Secretary by telephone, email or facsimile.

6 If the complaint is against the ACAA Management Committee or any of its members jointly or severally, and is not able to be resolved informally, it shall be directly referred to a Complaints Tribunal convened for the purpose.

7 The Management Committee will first consider the matter to establish whether the complaint is one that it is able to consider. If it is, it will then establish whether there is a prima facie case that warrants further investigation.

8 If the Management Committee has determined a complaint(s) has prima facie merit, the member (respondent) shall be notified by the Secretary within seven working days of the decision to proceed.

9 The Complainant will be notified of the Management Committee's decision.

10 The Committee will encourage an informal resolution of any standing complaint before it, and will make itself available to all relevant parties in order to facilitate this means of resolution.

11. To learn more about the ACAA Complaints Procedures, please read the document, "ACAA Complaints Procedures", which may be found on www.access.asn.au.

Branding only updated 30.3.2020