



COMPLAINTS HANDLING POLICY & PROCEDURES

A guide to the complaints handling requirements and procedures.

Abstract

This document outlines the Australian Kinesiology Association Inc.'s Complaints Handling Policy & Procedures.



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Definitions:

Definitions and wording below are stated in the singular and apply to the plural.

AKA is an acronym for the Australian Kinesiology Association Inc.

AKA Witness means any person employed by the Australian Kinesiology Association Inc. or a current member of the AKA Management Committee, authorised to witness another person's signature.

Association means the Australian Kinesiology Association Inc.

Australian Kinesiology Association Inc. is the Association of Members who practice kinesiology. Also referred to as Australian Kinesiology Association, the Association, AKA, or AKA Inc.

Breach of Confidentiality means restricted and/or sensitive information or material has been shared outside of the boundaries set by the Australian Kinesiology Association Inc.'s policies and documents including the Confidentiality Policy, Procedure, & Agreement, and any Memorandum of Understanding, Terms of Reference, or Contract between the Australian Kinesiology Association Inc. and any engaged entity.

Complaint means an expression of dissatisfaction made to, or about the Association, its Members, Staff, or its services, or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required. (AS/NZ 10002:2014).

Complaint Handling Management System means all policies, procedures, practices, staff, hardware, and software used by the Association in the management of complaints.

Conference refers to an event to be delivered for the Australian Kinesiology Association Inc. This event may be face-to-face, online, or a combination of both.

Conference Coordinator means the person/s responsible for the management and delivery of both in person and online conferences for or on behalf of the Australian Kinesiology Association Inc.

Confidential Information means all data and business relating to the Australian Kinesiology Association Inc., that is understood to be of private nature, that is shared with any other entity. Information considered private includes, but is not limited to:

- Member information;
- Association information including membership information, business operations and financial information;
- Intellectual property;

Consequences (as applicable to Workplace Health & Safety Risk Management) refers to outcomes outlined in the Risk Assessment Rating Table.

Contract means an agreement between the Australian Kinesiology Association Inc. and any other entity outlined in writing in any capacity, including but not limited to:

- Minutes of a General Meeting;
- A contract;
- Email correspondence between the parties.

Contractor means a person or entity engaged by the Australian Kinesiology Association Inc., for the purposes of completing a project for an on behalf of the Association. This role may be in a paid or unpaid capacity. May also be referred to as a Service Provider, entity, sub-contractor, business, organisation, etc.

Correspondence means any written communication, including but not limited to, emails, notes, letters, texts, electronic communications, social media comments, etc.

Current Year refers to the year specified for the date that an event, such as the annual conference, is to be held as outlined in a document, such as a Memorandum of Understanding, Terms of Reference, etc. It is understood that for some events, preparation may take more than one year to organise.

Dispute means an unresolved complaint, escalated either within or outside of the Association.

Electronic Vote – see Technology Vote.

Engagement of Services relates to the engagement of an entity to perform a task, project, or event, etc., or form a sub-Committee, for defined purposes, for and on behalf of the Australian Kinesiology Association Inc.

Entity means an individual, a group of individuals, Member, business, agency, contractor, sub-Committee, etc., engaged in services for or on behalf of the Australian Kinesiology Association Inc. May also be referred to as a Service Provider, contractor, sub-contractor, business, organisation, etc.

Feedback (as applicable to Complaints Handling) means opinions, comments, and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about the Association, its services, or complaint handling system, where a response is not implicitly or explicitly expected or legally required.

Grievance (as applicable to Complaints Handling) means a clear, formal written statement by an individual staff member about another staff member, or a work-related problem.

Hazard (as applicable to Workplace Health & Safety Risk Management) refers to a situation or thing which has the potential to harm a person.

Hierarchy of Risk Control (as applicable to Workplace Health & Safety Risk Management) refers to the priority order for the types of measures to be used to control risks.

Injury Management (as applicable to Workplace Health & Safety) includes workers compensation, claims management, recovery, and return to work activities that are covered by the Return-to-Work legislation.

Likelihood (as applicable to Workplace Health & Safety Risk Management) refers to how likely something is to happen, as a result of a hazard.

Management Committee refers to the Committee that Manages the affairs of the Australian Kinesiology Association Inc. Also referred to as the MC, or the Committee.

Mediums (as applicable to Advertising) refers to In Touch magazine, social media outlets, Australian Kinesiology Association Inc. website, or similar platforms that are governed, managed, or administered by the Association, its staff, volunteers or other entities engaged in projects for or on behalf of the Association.

Member means an individual or entity who has a membership with the Australian Kinesiology Association Inc.

Memorandum of Understanding means an agreement that is signed between the Australian Kinesiology Association Inc. and the entity it engages for a task, project, event, sub-Committee, etc. This agreement outlines the requirements and expectations of all parties in the undertaking and delivery of a project or task.

Non-Member refers to anyone who does not have a membership with the Australian Kinesiology Association Inc.

Occupational Violence (as applicable to Workplace Health & Safety) refers to any incident where a person is physically attacked, abused, assaulted, or threatened in the workplace.

Office Manager refers to the person employed by the Australian Kinesiology Association Inc. to manage and oversee the administrative affairs of the Association. Also referred to as OM, or Staff.

Officer (as applicable to Workplace Health & Safety) refers to a person who makes, or participates in making, decisions that affect the whole or substantial part of the business or undertaking.

PCBU (as applicable to Workplace Health & Safety) is an acronym for Person Conducting a Business or Undertaking as defined in the Work Health and Safety (WHS) legislation.

Policy means a statement of instruction that sets out the parameters of the Association's vision, mission, and goals.

Procedure means a statement or instruction that sets out how the Association's policies will be implemented and by whom.

Project means an undertaking for or on behalf of the Australian Kinesiology Association Inc. Also referred to as a task, or event.

Purpose of Engagement relates to the task, project, event, sub-Committee or similar, that is the reason for engagement of services, for or on behalf of the Australian Kinesiology Association Inc.

Residual Risk (as applicable to Workplace Health & Safety Risk Management) refers to the risk rating, based on the risk matrix, after recommended control measures have been implemented.

Restricted and/or Sensitive Material means material considered confidential by the Australian Kinesiology Association Inc. Dependent upon the nature of the task, project, event, or sub-Committee, etc. restricted and/or sensitive material requirements will be assessed by the Australian Kinesiology Association Inc. and outlined in the Memorandum of Understanding, Terms of Reference, or Contract.

Risk (as applicable to Workplace Health & Safety Risk Management) refers to the possibility that harm (death, injury, or illness) might occur when a person is exposed to a hazard.

Risk Assessment (as applicable to Workplace Health & Safety Risk Management) refers to the process of evaluating the likelihood and consequences (or severity) of injury, illness or disease arising from exposure to an identified hazard.

Risk Control (as applicable to Workplace Health & Safety Risk Management) refers to the process of implementing measures to eliminate or minimise the risk associated with a hazard so far as is reasonably practicable.

Risk Management (as applicable to Workplace Health & Safety Risk Management) refers to the process of hazard identification, risk assessment, implementation of appropriate risk control measures, and monitoring and review of their effectiveness.

Service Provider means person/s engaged in performing a service for the Australian Kinesiology Association Inc. May also be referred to as a volunteer, contractor, sub-contractor, entity, worker, etc.

Staff means persons employed and paid a wage by the Australian Kinesiology Association Inc. for administration purposes. Also referred to as Office Staff, Staff, Employees, or Service Providers.

Sub-Committee refers to a group of people engaged to perform a task as delegated by the Management Committee.

Technology Vote refers to a vote that has been completed on a form (either physically completed or electronically completed) either online, or sent via email to the Australian Kinesiology Association office for the purposes of voting on agenda items at a specified meeting. Also referred to as an Electronic Vote.

Terms of Reference refers to an agreement between the AKA Management Committee and a sub-Committee, wherein the Management Committee have delegated duties/tasks, etc., to be performed by that sub-Committee.

Volunteer means persons donating their time without expectation of payment of any sort, (e.g. wage, one off payment, payment in kind, etc.) to work on projects, Committees, sub-Committees, events, etc., for and on behalf of the Australian Kinesiology Association Inc. May also be referred to as a Service Provider, entity, worker, etc.

Worker A person who carries out work in any capacity, whether on-site or off-site, for the Australian Kinesiology Association Inc. including all volunteers, staff, contractors and sub-contractors and their employees, suppliers, labour hire company employees, trainees, persons gaining work experience and volunteers. Also referred to as an entity, Service Provider, or Staff.

Workplace refers to places where people work in connection with the Australian Kinesiology Association Inc., whether on-site or off-site, including work-related conferences, functions, client events, retreats, and social events.

Introduction

This Complaints Handling Policy and Procedures document is a complete revision of the Australian Kinesiology Association Inc.'s process and procedures, and as such this document replaces and revokes the previous AKA Inc Complaints Policy v3 of 1/9/2020.

Purpose

This policy is intended to ensure complaints are handled fairly, efficiently, effectively and within the bounds of the laws of natural justice.

This policy and procedure document provides guidance to the Australian Kinesiology Association Inc.'s:

- Staff;
- Management Committee Members;
- Complaints sub-Committee Members;
- Independent Complaints sub-Committee Members; and
- Members and/or people who wish to make a complaint,

on the key principles and concepts of the Association's complaint management system.

Complaints sub-Committee

The Complaints sub-Committee (hereby referred to as the Complaints Committee or CC) is made up of volunteers who review complaints that come into the Australian Kinesiology Association Inc., that have been forwarded on to them by the AKA Office Manager. Complaints may be dealt with by one or more Members of the Complaints Committee.

The Complaints Committee is responsible for following the processes and procedures of this document when handling complaints.

Independent Complaints sub-Committee

The Independent Complaints sub-Committee (hereby referred to as the Independent Complaints Committee or ICC) is a sub-Committee of the Complaints Committee. It is made up of volunteers who review specific complaints made against the Australian Kinesiology Association Inc. Office Staff, Management Committee, or other employees of the Association. The ICC may also deal with complaints against entities acting for or on behalf of Australian Kinesiology Association Inc.

In addition to the above, the ICC may be called upon to act on complaints that the Complaints Committee deem are outside of their scope.

The Independent Complaints Committee deal with complaints as a collective group. Complaints are discussed openly and minutes may be taken with regard to complaints and discussions about complaints. All Members on the ICC have equal status, with no one Member having more power than any other Member.

Scope

This policy applies to all Staff, volunteers, contractors, Management Committee Members, and Complaints Officers receiving or managing the following:

- Complaints made by the general public towards a Practitioner Member of the Association;

- Complaints made by the general public, towards a Member of the Association (including Instructor, Supervisor, and Mentor Members), Staff/employees, volunteers, any entity acting for or on behalf of the Association, or the Management Committee, and is of a nature not related to the provisions of clinical kinesiology services;
- Complaints made by a Member of the Association towards another Member of the Association;
- Complaints made by a Member of the Association towards one, or more Members of the Management Committee or Office Staff/employees;
- Complaints made by an employee towards a Member and/or Members of the Management Committee, or other employees; and
- Complaints made by a Management Committee Member towards other Management Committee Members and/or employees.

Australian Kinesiology Association Inc.'s Commitment

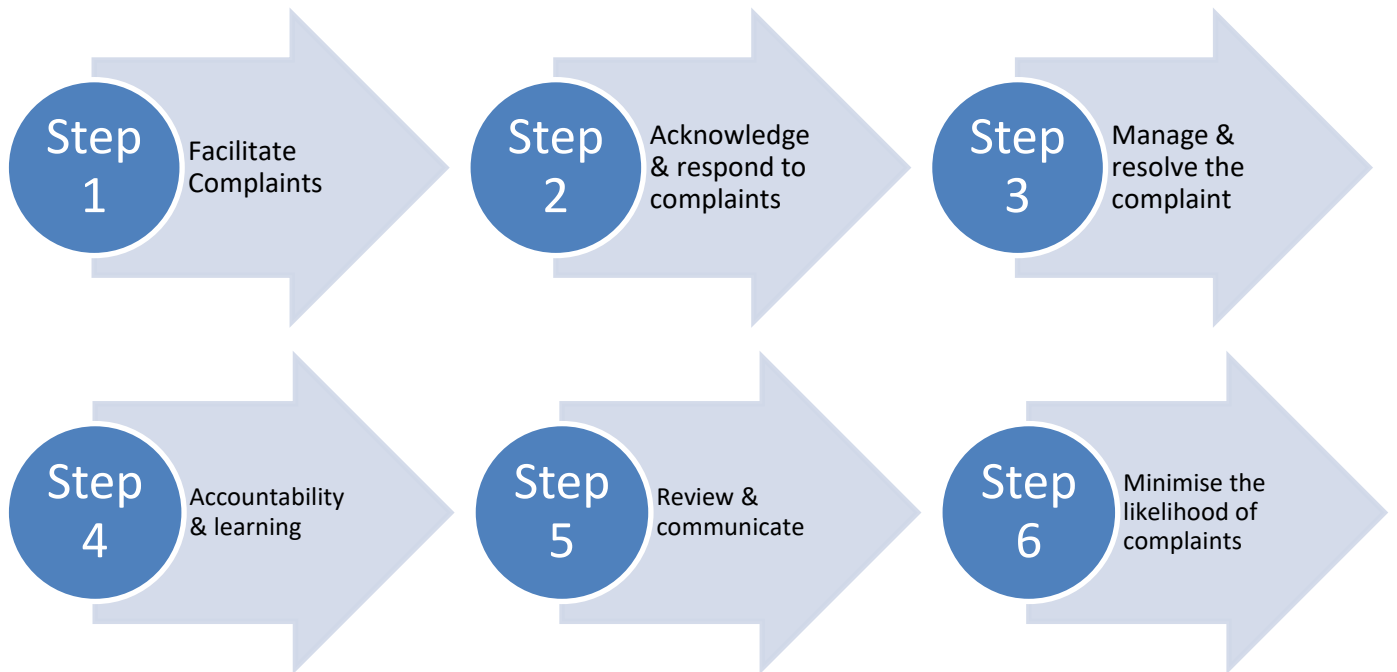
The Australian Kinesiology Association Inc. expects Staff and Members at all levels to be committed to fair, effective, and efficient complaint handling. The following table outlines the nature of the commitment expected from Staff, volunteers, and Members, and the way that commitment should be implemented.

WHO	COMMITMENT	HOW
President (Management Committee)	Promote a culture that values complaints and their effective resolution	<p>Report to the Management Committee on the Association’s complaint handling.</p> <p>Provide adequate support and direction to key staff responsible for handling complaints.</p> <p>Regularly review reports about complaint trends and issues arising from complaints.</p> <p>Encourage all Staff to be alert to complaints and assist those responsible for handling complaints to resolve them promptly.</p> <p>Encourage Staff to make recommendations for system improvements.</p> <p>Support recommendations for service, Staff, and complaint handling improvements arising from the analysis of complaint data.</p>
Staff whose duties include complaint handling (Such as frontline Staff and Complaints Officers)	Demonstrate exemplary complaint handling practices	<p>Treat all people with respect, including complainants.</p> <p>Assist people to make a complaint, if needed.</p> <p>Comply with the Australian Kinesiology Association Inc. policy and associated procedures.</p> <p>Provide regular feedback to the Management Committee on issues arising from complaints.</p> <p>Provide suggestions to the Management Committee on ways to improve its complaints management system.</p> <p>Implement changes arising from individual complaints and from the analysis of complaint data as directed by the Management Committee.</p>
All Staff and Volunteers	Understand and comply with complaint handling practices	<p>Treat all people with respect, including complainants.</p> <p>Assist people who wish to make complaints by providing access to the Association’s complaints process.</p> <p>Be alert to complaints and assist Staff handling complaints to resolve matters promptly.</p>
All Members of the Association	Understand the Australian Kinesiology Association Inc.’s Constitution, Bylaws, Code of Ethics and Professional Standards	<p>Act professionally and treat all people with respect, including complainants, and people who handle complaints.</p> <p>Be aware of and act in accordance with all policies and associated procedures of the Association.</p> <p>Be aware of the Association’s complaint handling policies and procedures.</p> <p>Assist people who wish to make complaints, to access the Association’s complaints process.</p>

Guiding Principles

An effective complaint handling system must be modelled on the principles of impartiality and fairness, transparency, privacy, accessibility, responsiveness, efficiency, accountability, and integration into organisational culture.

The Association utilises the following six steps in processing complaints that are received by members of the public, Staff, volunteers, and Members of the Association:



Facilitate complaints

People Focus

The Australian Kinesiology Association Inc. are committed to seeking and receiving feedback and complaints about its services, systems, practices, procedures, products, and complaints handling.

Any concerns raised in feedback or complaints, will be dealt with within a reasonable time frame (as per Australian and New Zealand Standards AS/NZ 10002 and outlined within the Rules of the Australian Kinesiology Association Inc. and its Bylaws).

Making Complaints

Complainants will be:

- provided with information about the complaint handling process and how to access it;
- listened to, treated with respect by staff, and actively involved in the complaint process where possible and appropriate; and
- provided with reasons for the decision/s and any options for redress, review, or appeal.

There will be no detriment to complainants. The Australian Kinesiology Association Inc. will take all reasonable steps to ensure that complainants are not adversely affected because a complaint has been made by them or on their behalf.

Anonymous Complaints

The Australian Kinesiology Association Inc. will accept anonymous complaints if there is a compelling reason to do so and will carry out a confidential investigation of the issues raised where there is enough information provided.

Accessibility

The Australian Kinesiology Association Inc. will ensure that information about how and where complaints may be made, is well publicised on its website. The Association will ensure that its systems to manage complaints are easily understood and accessible to everyone, particularly people who may require assistance.

If a person prefers or needs another person or organisation to assist or represent them in the making of and/or resolution of their complaint, the Association will communicate with them through their representative, if this is their wish. Anyone may represent a person wishing to make a complaint with their consent (e.g., advocate, family member, legal or community representative, member of Parliament, or another organisation).

No Charge

Complaining to the Australian Kinesiology Association Inc. is free.

Responding to Complaints

Early Resolution

Where possible, complaints will be resolved at first contact with the Association. When appropriate, the Australian Kinesiology Association Inc. may offer an explanation or apology to the person making the complaint.

Responsiveness

The Australian Kinesiology Association Inc. will promptly acknowledge receipt of complaints. Complaints will be assessed and prioritised in accordance with the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.

The Australian Kinesiology Association Inc. will advise people as soon as possible, when they are unable to deal with any part of their complaint and provide advice about where such issues and/or complaints may be directed (if known and appropriate).

The Australian Kinesiology Association Inc. will also advise people as soon as possible when it is unable to meet time frames for responding to complaints, and the reason for the delay.

Objectivity and Fairness

The Australian Kinesiology Association Inc. will address each complaint with integrity and in an equitable, objective, and unbiased manner.

The Australian Kinesiology Association Inc. will ensure that the person handling a complaint is different from any staff member whose conduct or service is being complained about.

Conflicts of interest, whether actual or perceived, will be managed responsibly. Internal reviews of how a complaint was managed will be conducted by a person other than the original decision maker.

Responding Flexibly

The Australian Kinesiology Association Inc. Staff and Complaints Officers are empowered to resolve complaints promptly and with as little formality as possible. The Association will adopt

flexible approaches to service delivery and problem solving to enhance accessibility for complainants and/or their representatives.

The Australian Kinesiology Association Inc. will assess each complaint on its merits and involve complainants and/or their representative in the process as far as possible.

Confidentiality

The Australian Kinesiology Association Inc. will protect the identity of complainants where this is practical and appropriate.

Personal information that identifies individuals will only be disclosed or used by the Australian Kinesiology Association Inc. as permitted under the relevant privacy laws, and any relevant confidentiality obligations.

Manage the Parties to a Complaint

Complaints from members of the general public may involve practitioners, Staff, volunteers, or other entities.

Where a complaint involves a Registered Practitioner and a member of the general public, the complaint shall be directed to the Office Manager as a first point of contact, to establish the administrative process before being referred to the Complaints Committee. The Complaints Officer handling the complaint may draw upon other members to assist them with the handling of the complaint if required.

Complaints Between Members of the Australian Kinesiology Association Inc.

Where a complaint involves Members of the Australian Kinesiology Association Inc., the complaint shall be directed to the Office Manager as a first point of contact, to establish the administrative process before being referred to the Complaints Committee. The process of a complaint between Members shall, in the first instance, align with Rule 5.14 (c), whereby the Complaints Committee shall chair a meeting of the parties involved to discuss the matter. If the matter cannot be resolved via this process, the Complaints Committee shall deliberate on the outcomes of the dispute for a resolution.

Complaints between Members of the Australian Kinesiology Association Inc. and Management Committee, Office Staff and/or Contractors/Entities who are acting for or on behalf of the Association, shall be directed to the Independent Complaints Committee (ICC) as a first point of contact. The Independent Complaints Committee will establish the administrative process before beginning the complaints handling process. As with complaints between members mentioned above, the Independent Complaints Committee shall, in the first instance chair a meeting of the parties to attempt to resolve the matter promptly.

In instances where there is a conflict of interest, or the matter is beyond the scope of the Complaints Committee, the Independent Complaints Committee will be called upon to deal with the matter.

Complaints Involving Multiple Agencies

Where a complaint involves multiple organisations, the Australian Kinesiology Association Inc. will work with the other organisation/s where possible, to ensure that communication with the person making a complaint and/or their representative is clear and coordinated. In this instance, complaints will be directed first to the Office Manager as a first point of contact, to establish the administrative process before being referred to the Complaints Committee.

Subject to privacy and confidentiality considerations, communication and information sharing between the parties will also be organised to facilitate a timely response to the complaint.

Where a complaint involves multiple areas within the Australian Kinesiology Association Inc., responsibility for communicating with the person making the complaint and/or their representative will also be coordinated.

Where the Australian Kinesiology Association Inc.'s services are contracted out, contractors/service providers are expected to have an accessible and comprehensive complaint management system of their own. The Association takes complaints seriously, not only about the actions of its staff, but also about the actions of its service providers.

Empowerment of Staff

All Staff managing complaints are empowered to implement the Association's complaint management system as relevant to their role and responsibilities.

Staff are encouraged to provide feedback on the effectiveness and efficiency of all aspects of the Association's complaint management system.

Managing Unreasonable Conduct by Complainants

The Australian Kinesiology Association Inc. is committed to being accessible and responsive to feedback and/or complaints. Complaint handling success depends on the Association's:

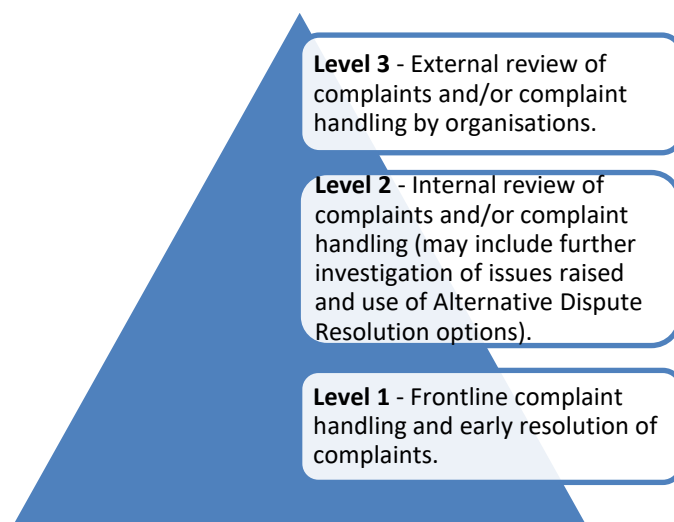
- ability to work and perform in the most effective and efficient way possible;
- Staff and volunteers, ensuring their health, safety, and security is monitored, reviewed and addressed where necessary; and
- ability to allocate its resources fairly across all complaints received.

When people behave unreasonably in their dealings with the Australian Kinesiology Association Inc., their conduct can significantly affect the progress and efficiency of the complaints process. As a result, the Association will take proactive and decisive action to manage any conduct that negatively and unreasonably affects its Staff and/or volunteers and will support its Staff and/or volunteers to do the same in accordance with this policy.

Alternative Avenues for Dealing with Complaints

The Australian Kinesiology Association Inc. will inform complainants to, or about the Association, about any internal or external review options available to them (including any relevant constitutional appeal rights, mediator, Ombudsman, or oversight regulatory bodies).

The Three Levels of Complaint Handling



Level 1 Complaint Handling

The Australian Kinesiology Association Inc. will aim to resolve complaints at the first level, the frontline. Wherever possible, Staff and volunteers will be adequately equipped to respond to complaints, including being given appropriate authority, training, and supervision.

Level 2 Complaint Handling

Where Level 1 complaint handling is not possible, the complaint shall be escalated to the Independent Complaints Committee of the Association. 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).

Level 3 Complaint Handling

Where a person making a complaint is dissatisfied with the outcome of the hearing and deliberations of their complaint, they may seek an external review of the decision, either via internal constitutional appeal processes or by external review via the appropriate mediation or regulatory body framework.

Accountability and Learning

Analysis and Evaluation of Complaints

The Australian Kinesiology Association Inc. will ensure that complaints are recorded in a systematic way so that information can be easily retrieved for reporting and analysis by the Management Committee.

The Australian Kinesiology Association Inc. will run regular reports on:

- the number of complaints received;
- the outcome of complaints, including matters resolved at the frontline;
- issues arising from complaints;

- systemic issues identified; and
- the number of requests received for internal and/or external review of the complaint handling process.

Regular analysis of these reports will be undertaken to monitor trends, measure the quality of customer service and make improvements. Both reports and their analyses will be provided to the Management Committee for review, at least annually. The overview of the analyses and any modifications to processes will be outlined at the annual General Meeting of the Association.

Monitoring of the Complaint Management System

The Australian Kinesiology Association Inc. will continually monitor its complaint management system to:

- ensure its effectiveness in responding to, and resolving complaints;
- identify and correct deficiencies in the operation of the system; and
- include the use of audits, complaint satisfaction surveys, and online listening tools and alerts.

Continuous Improvement

The Australian Kinesiology Association Inc. is committed to improving the way the Association operates, including its management of the effectiveness and efficiency of its complaint management system. To this end, the Association will:

- support the making of appropriate resolution of complaints;
- implement best practices in complaint handling;
- recognise and reward exemplary complaint handling by staff;
- regularly review the complaint management system and complaint data; and
- implement appropriate system changes arising out of analysis of complaints data and continual monitoring of the system.

Review and Communication

As part of the continuous improvement strategies, the Australian Kinesiology Association Inc. is committed to reviewing complaint data, and communicating learnings from this data to Members on an annual basis, as required.

An integral part of the review process is assessing the need for change within the Australian Kinesiology Association Inc. in relation to the following:

- Constitutional or Bylaw changes, as well as policy or procedural changes;
- Variations of communication to Members;
- Training Staff, volunteers and other entities who may act for, or on behalf of the Australian Kinesiology Association Inc.; and
- Currency of policies and procedures against industry standards for relevancy and compliance.

Minimise the Likelihood of Complaints

It is the intention of the Australian Kinesiology Association Inc., in implementing this policy and procedure, that all Staff, volunteers, Members, and entities that act for, or on behalf of the Australian Kinesiology Association Inc., approach all processes with the learnings from the past, to minimise the likelihood of complaints in the future.

The Australian Kinesiology Association Inc. however, is aware, and accepts, that from time to time, there will be differences of opinion and disputes that arise from events, processes, procedures, and other matters during the day-to-day management of the Association.

It is via the utilisation of this policy and procedures, as well as other documents of the Association that the Australian Kinesiology Association Inc. will endeavour to manage communications and expectations of being transparent, fair, equitable, and approachable in all dealings in relation to disputes, complaints, and grievances.

Complaints Handling Procedure

Introduction

When responding to complaints, Staff and volunteers act in accordance with complaint handling procedures, as well as any other internal documents providing guidance on the management of complaints.

Staff and Complaints Officers should also consider any relevant Rules of the Australian Kinesiology Association Inc., or Bylaw clauses, legislation and/or regulations when responding to, or deliberating on the outcome of complaints and feedback.

The Five Key Stages in Complaint Management



Receiving Complaints

Regardless of whether the complaint has been resolved at the outset, the Australian Kinesiology Association Inc. will record the complaint and its supporting information. The Association will also assign a unique identifier/number to the complaint file.

The record of the complaint will document:

- Contact information of the complainant and the date the complaint was received.
- Issues raised by the complainant and the outcome/s they desire.
- Any other relevant information.
- Any additional support the complainant requires.

Acknowledgement of Complaints

The Australian Kinesiology Association Inc. will acknowledge receipt of each complaint promptly via email, and preferably within two working days.

Within the initial acknowledgement of receipt of a complaint, the Australian Kinesiology Association Inc. shall provide the following to the complainant:

- The date of receipt of complaint.
- The complaint has been lodged on the Australian Kinesiology Association Inc. complaints register (with any given complaint register code for identification/reference and to maintain confidentiality throughout the complaints process).
- That the complaints process has been initiated.
- What the complaints procedure is.
- Whether the Complaints Committee or the Independent Complaints Committee is managing the complaint.
- A likely timeline of the process, taking into consideration constitutional requirements for responses and deliberation times. It should be noted that more complex complaints may take longer to process, however the complainant will be notified if there are likely to be any delays in the process and what the delay is.

When appropriate, the Australian Kinesiology Association Inc. may offer an explanation or apology.

Assessment and Investigation of Complaint

Initial assessment

After acknowledging receipt of the complaint, the relevant Complaints Officer will confirm whether the issue/s raised in the complaint is/are within the Australian Kinesiology Association Inc.'s control. The relevant Complaints Officer will confirm whether they can effectively mediate the complaint, or whether a Complaints Committee should be formed by recruiting at least two people from the pool of Complaints sub-Committee Members. The Complaints Officer will also consider the outcome/s sought by the complainant and, where there is more than one issue raised, determine whether each issue needs to be separately addressed. When determining how a complaint will be managed, the Complaints Officer will consider:

- Whether the complaint is trivial or vexatious in nature, or outside the Committee's scope.
- How serious, complicated, or urgent the complaint is.
- Whether the complaint raises concerns about people's health and safety.
- How the complainant is being affected.
- The risks involved if the resolution of the complaint is delayed.
- Whether a resolution requires the involvement of other organisations.
- Whether the complaint is to be escalated to the Independent Complaints Committee.

Conflict of Interest

Should any member of the Complaints Committee identify a conflict of interest, this must be declared and dealt with appropriately. Dealing with a conflict of interest may include, but is not limited to:

- Recusing oneself from the complaints process.
- Advising other complaints personnel of the conflict of interest to determine status within the complaints process.
- Becoming an advisory person only, but not dealing directly with the complaint or parties involved in the complaint.

Investigating the Complaint

After the Initial Assessment, the Complaints Officer/Committee will consider how to investigate the complaint. This may involve:

- Giving the complainant information or an explanation.
- Gathering information about the issue, person, or area that the complaint is about.
- Investigating the claims made in the complaint.

If the Complaints Officer decides that the complaint will go ahead, notice of the complaint, along with a request to respond to the complaint (within the timelines directed in the Rules of the Australian Kinesiology Association Inc.), will be sent to the individuals identified in the complaint. The Complaints Officer/Committee will also notify the Management Committee that a complaint has been lodged and is being investigated. This will be a confidential brief with no individuals identified, to uphold the confidentiality and impartiality of the process.

The Complaints Officer/Committee will assess the Member/s response and follow protocols

toward a satisfactory resolution.

If a resolution is not possible and/or the complaint suggests a breach of the Rules of the Australian Kinesiology Association Inc. or its Bylaws, AKA Code of Conduct, or AKA Code of Ethics, the Committee will seek any further clarification it may need from both parties. As per the Rules of the Australian Kinesiology Association Inc., the Complaints Committee may share either party's response with the other party if it deems necessary.

The Australian Kinesiology Association Inc. will keep the complainant up-to-date on their complaint's progress, particularly if there are any delays. The Australian Kinesiology Association Inc. will also communicate the outcome of the complaint using the most appropriate medium. Whatever actions the Australian Kinesiology Association Inc. decide to take will be tailored to each case and will consider any statutory requirements.

Determining outcome and providing reasons for decisions

Following consideration of the complaint and any investigation into the issues raised, having gathered all the responses and information it sees appropriate, the Complaints Committee will decide how to proceed, and whether disciplinary action is required. An important consideration in the Complaints Committee's assessment of the complaint will be to understand whether the Member has knowingly breached any codes or rules, or whether they have acted in good faith but in error or ignorance.

The Australian Kinesiology Association Inc. will contact the complainant and the individuals identified in the complaint independently, and advise them of:

- The outcome of the complaint and any action taken.
- The reason/s for the decision.
- The remedy or resolution/s that have been proposed or put in place.
- Any options for review that may be available to the complainant/complainees, such as an internal review, external review, or appeal.

The Complaints Officer/Committee shall also provide the Management Committee a summary of the concluded process (deidentifying individuals as per privacy laws and confidentiality) including the following:

- The outcome of the complaint.
- Any action/s taken.
- The reason/s for the decision.
- Any suggestions on improved practices that can be implemented.
- Any potential changes that may need to be made to any Rules, Codes, or Bylaws.

Disciplinary Outcomes from the Deliberation of a Complaint

If disciplinary action is required, part of the response to the Member will include recommendations on how to improve their situation, services, and actions for the future. However, any deficits in professional conduct must be corrected immediately if they are to continue as an Australian Kinesiology Association Inc. Member. This is in addition to any remediation the Australian Kinesiology Association Inc. may need to make to the complainant.

This fulfils the Association's role in both protecting the public and endeavouring to enhance the professionalism of kinesiology as a whole.

Close the Complaint: Document and Analyse Data

Document

The Australian Kinesiology Association Inc. will keep records about:

- How the complaint was managed.
- The outcome/s of the complaint (including whether it or any aspect of it was substantiated, any recommendations made to address problems identified and any decisions made on those recommendations).
- Any outstanding actions to be followed up, including analysing any underlying or root causes such as Policy/Rule/Code/Bylaw changes that may need to be addressed by the Management Committee.

Analyse Data

The Australian Kinesiology Association Inc. will ensure that outcomes, suggestions, or reviews are properly implemented, monitored, and reported to Members on an annual basis as required.

Related Documents

- The Rules of the Australian Kinesiology Association Inc.
- The Australian Kinesiology Association Inc. Bylaws
- AKA Code of Conduct
- AKA Code of Ethics