

COMPLAINTS MANAGEMENT POLICY

1. PURPOSE

It is our intention to maintain a high standard of service to our PTPA members and members of the public, however, we recognise that complaints may sometimes arise and to this end we have put in place a system which aims to ensure that any such complaints are dealt with in a consistent, fair and open manner. This is our Complaints Management Policy (CMP).

2. COMMENCEMENT

The CMP policy and procedures were adopted by PTPA on 23/07/2019 and apply from this date.

3. COMMITMENTS

PTPA acknowledges that people have a right to make complaints about its members and their actions. The CMP makes sure complaints are managed fairly, quickly and professionally.

We will endeavour to:

- Ensure that anyone who is not happy with PTPA or their members has the right to lodge a complaint
- Ensure people are given help to make their complaint
- Ensure people are not disadvantaged or treated unfairly after they make a complaint
- Ensure that any complaint lodged will be assessed and investigated in a timely manner
- Provide the person making the complaint with the right for their privacy to be maintained, if requested
- Ensure people are told what PTPA has decided about their complaint and the reasons for the decision
- Record our complaints to help PTPA improve our processes or procedures
- Ensure if people are still not happy, they are told how to appeal PTPA'S decision

4. OBJECTIVES

The CMP is there to:

- Make it easier for people to make a complaint
- Make it easier for PTPA to deal with complaints
- Help PTPA improve its services
- Give the community confidence in PTPA.



5. CMP AVAILABILITY

The CMP is available on PTPA's website and member portal. PTPA must inform all members that it has a CMP and help them understand how to use it.

6. SCOPE

The Complaints Management Policy is applicable to all PTPA members who may receive, manage, investigate and respond to feedback from other PTPA members and the public.

7. RECEIVING COMPLAINTS

7.1 Making a Complaint

People can make a complaint:

- by telephone or in person
- by email or online, via PTPA's website
- in writing, addressed to the Board President
- anonymously
- If a complaint is made on a person's behalf PTPA will check that the person is happy for PTPA to respond directly to their representative.

7.2 Helping People Make a Complaint

- The PTPA complaints offices will help people make a complaint, and tell them what information they need to provide
- The PTPA complaints officer will arrange help if a person needs an interpreter, or has special needs

7.3 PTPA's Complaints Process

7.3.1 We acknowledge:

We will acknowledge receipt of a complaint within 14 days business days of receiving it.

- PTPA will let people know they have received their complaint verbally or in writing.
- Acknowledgements will tell people how long it will take to handle the complaint and contact details for the officer dealing with the complaint.
- PTPA reserves the right to assess the complaint on the basis of the PTPA member's compliance with PTPA Code of Conduct policy, and advised the complainant within 28 days if the complaint does not meet the criteria of complaint assessment by PTPA.
- Should the complaint not relate to the PTPA Code of Conduct, PTPA will advise in writing to the complainant that no further investigation will occur.

7.3.2 We record:

We will record the complaint for continuous improvement process and monitoring through regular review, the complainant's personal information will be recorded in accordance with relevant privacy legislation.

- a complaint reference number
- the name of the person making the complaint

- date received
- what the complaint is about
- the outcome of the complaint
- date the complaint was finalised
- action required and the date PTPA will take action.

7.3.3 We assess:

We undertake an initial review of the complaint and determine what, if any, additional information or documentation may be required to complete an investigation. We may need to contact the complainant to clarify details or request additional information where necessary.

PTPA will assess:

- what the complaint is about
- how it should be managed, including whether it is urgent
- if any extra information is needed.
- whether the complaint involves an administrative action of PTPA or its members
- whether person making the complaint is directly affected
- whether the complaint is worth investigating
- whether the person making the complaint has a right to appeal PTPA'S decision
- what the person wants PTPA to do to fix the problem

7.3.4 We investigate:

Within 28 business days of receiving the complaint we will investigate objectively and impartially, by considering the information have provided to us, our actions in relation to the complainants dealings with us and any other information which may be available, that could assist us in investigating the complaint.

Through the course of an investigation will:

- talk to the person making the complaint to check whether they understand all the issues
- gather and consider all relevant information about the complaint
- identify and consider relevant laws, policies and procedures
- give anyone affected by the complaint a fair hearing before the complaint is decided.
- The investigation is conducted by PTPA Ethics Officer, with a witness present along with the option for a support person for the PTPA member being investigated.
- It is noted for the duration of the investigation and finalisation of the complaint, that the PTPA Ethics Officer will abstain from any and all Board meetings related to the complaint, to ensure the integrity of the process has been completed.
- All parties involved in the investigation of the matter will be provided with resources related to counselling services should they wish to access external counselling supports for the duration of the investigation- please note the cost of this will be at the individual's expense.

7.3.5 We respond:



Following our investigation we will notify the complainant of our findings and any actions we may have taken in regards to the complaint. The final response, provided by the President of PTPA on behalf of the Board, should include:

- PTPA’s decision and the reasons for the decision
- contact details for the officer handling the complaint
- Policy guidelines that all decisions made are final.

7.3.6 Appeals Process

- In the event the PTPA member does not agree with the outcome reached by the PTPA Board, the PTPA member is entitled to lodge a counter- complaint which must be received within seven (7) days of receipt of the Board outcome letter by the member.
- PTPA Board will provide an acknowledgement of receipt of the letter within seven (7) business days.
- PTPA Board will meet to review the material, and invite the PTPA member to attend a meeting with Board members via online platform including Zoom, Slack or Teams, to provide an opportunity for the member to present their evidence in relation to the recommendations made by the Board, and offer an opportunity for the member to be have their views and wishes heard in accordance with PTPA Constitution requirements.
- After the appeal meeting, the Board will meet to conduct a final review of the recommendations taking into account the evidence provided by the member, and provide a final decision letter to the member within seven (7) days. Please note once this letter is received by the member, the matter will be closed by the Association and no further action will be taken.

8. REPORTING ON HOW THE CMP WORKS

The PTPA Board should receive a report each year on how the CMP is working.

The internal report will:

- Identify and analyse complaint trends, significant issues and figure out whether the CMP is operating effectively
- Include any recommendations for improvement
- Monitor how PTPA will implement accepted recommendations.

Approved By: PTPA Board	Approval Date: 7/03/23
Version No. 2	Review Date: 7/03/23