

Complaints

The Resolution Institute policy

The Resolution Institute welcomes feedback in the form of compliments, suggestions and complaints.

The Resolution Institute believes that each of these forms of feedback enables us to improve and extend the services we offer and how we offer them. The Resolution Institute knows that all feedback is a catalyst for improvement by members and the administration. Feedback considered seriously and integrated into practice resorts in the delivery of high-quality, professional dispute resolution, education and advice.

In response to **complaints**, The Resolution Institute commits

- to address each complaint even-handedly
- to follow the principles of natural justice
- to maintain confidentiality, within the scope of the law, regarding,
 - the identity of the people involved
 - the content of the complaint
 - the process of complaint resolution
- to keep those involved informed, in general terms, of the progress of the process of addressing the complaint
- to apply a clear internal procedure
- to reflect upon and learn from complaints
- to put into practice learnings from complaints

Resolution Institute will address matters raised within two years of your experience or make a record of matters that occurred over two years ago.

You can tell us about your complaint by telephone, in person or in writing by email or letter. If you talk to us we will confirm in writing what you have told us to confirm we have got it right.

We will respond to you courteously and promptly and aim to do so in our stated timeline. However, the complexity of the issues you raise will contribute to determining the timeline of Resolution Institute's inquiry.

Complaints

About a Resolution Institute process or staff member

If you make a complaint about a Resolution Institute service, we will request the details and pass the complaint to the relevant person(s). After referring to any relevant emails or other documents, we will provide a response which could include an explanation, an apology and/or an action to improve the situation or fix it.

About a Resolution Institute member

If you make a complaint about a member of Resolution Institute (who may be a mediator, an adjudicator, a Family Dispute Resolution Practitioner, other dispute resolution practitioner or a person with an interest in dispute resolution), we will implement our member complaint process.

Our process

Our member complaint process is a confidential one. This means anything discussed or agreed to during the process remains confidential and cannot be used in any other forum, disseminated to other people or placed on any form of social media. You will be asked to agree to the confidentiality of the process.

The process is a transparent one. This means anything you provide us will be shared with our member who is subject of the complaint and anything provided by our member will be shared with you. In some circumstances information may not be shared, either upon request by one of the parties and the agreement of the Chief Executive Officer (CEO) and or Chief Operating Officer (COO) or at the discretion of the CEO or COO. If this happens reasons for non-sharing will be provided.

If your complaint is about a mediator, it is important to note anything that has taken place during a mediation cannot be discussed or reviewed as mediation is a confidential process. Confidentiality of the mediation process would have been explained to you before the undertaking of the mediation. If you were not advised of this, please let us know.

The other important matter is that the CEO and COO will need to know the outcome or resolution you are seeking. You will be asked to provide this information.

Once information from yourself and our member are provided the matter is then given to the CEO or COO who will examine all the information and provide a response and outcome.

Outcomes

The outcome of your complaint can vary and may include:

- A notification to our member only
- No further action - with an explanation as to why
- Guidance of referring your complaint elsewhere if a different forum is more suitable
- An apology from our member
- An undertaking by the member to change parts of his/her process
- Training or professional counselling for our member

- Removal of Resolution Institute Accreditation
- Referral to the Board Complaints Committee

We will maintain regular contact with you and with our member to keep you each informed of progress, to provide any reasonable assistance and, as far as possible, to make sure that you are satisfied with the steps that Resolution Institute has taken. We will apply a clear internal procedure so that all complaints are addressed in a fair, consistent and timely manner.

Timing

Our process aims to deal with complaints as efficiently as possible. On average this can take between six and eight weeks.

How to contact us

In Australia
Level 2
13-15 Bridge Street
Sydney
infoaus@resolution.institute or
02 9251 3366 or 1800 651 650
www.resolution.institute

In New Zealand
Level 4, Gleneagles Building
69-71 The Terrace
Wellington 6011
infonz@resolution.institute
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