

## Complaints and appeals policy

The Australasian Dispute Resolution Centre, ADRC from now on, has an efficient and transparent Complaints and Appeals process to deal with any complaints while carrying its activities, including the International Mediation Institute IMI certification process as part of our Qualifying Assessment Program.

ADRC will ensure clients, IMI applicants and trainees' Complaints and Appeals are dealt with promptly and fairly. If required an independent party will be called to assist with the resolution of the complaint.

### Policy Statements

1. ADRC has a Complaints Policy to manage and respond to allegations involving the conduct of its Trainers / Assessors or other staff and students enrolled in a training or certification program.
2. ADRC has an Appeals Policy to review decisions, including assessment decisions made by Assessors.
3. ADRC Complaints and Appeals policy ensures the principles of equity and due process are applied during the complaint and appeal process. To ensure these principles are applied our process will be publicly available. It is also our aim to resolve the complaints and appeals within 36 days of the initial written complaint or appeal.
4. ADRC will keep records of all Complaints and Appeals and their outcomes in order to review our practices and improve our services.

For the purposes of understanding our policy we have defined complaints as a verbal or written dissatisfaction with our training services and assessments. Appeals are defined as a dissatisfaction of an assessment or with the outcome of the complaint.

### Our Complaints Process

1. Any complaint or assessment appeal should be raised by the complainant immediately and directly with our Managing Director or within 14 days of the incident or results of the assessment . This complaint or assessment appeal will be made under confidential rules. If the complaint is against the Managing Director then the complainant shall direct the complaint to the Board of Directors.
2. The Managing Director will document the complaint ensuring privacy and confidentiality rules are in place.
3. The complainant shall identify her specific request to resolve the matter. If the matter is such that can be resolved immediately (ie, a mistake in the scoring points for an assessment), the Managing Director will take steps to rectify the mistake. Otherwise, the Managing Director will conduct private meetings with the complainant and the other party and offer a mediation session.
4. In the event that one party does not accept the mediation or there is a conflict of interest , then the matter must be referred to the Conflict Resolution Service in Canberra, Australia for mediation. This service will be free of charge for the complainant and the other party.

5. In the event that the matter can not be mediated or involves serious criminal allegations then the Managing Director will suggest and ensure legal intervention or other forms of dispute resolution. In this event each party will cover their own costs.

6. ADRC will prefer to deal with complaints or appeals within 14 days, however we will still review those complaints or appeals outside this timeframe but not longer than one year.

7. The complainant may also choose to present a written complaint with a description of the incident, date, place and desired outcome directed to the Managing Director.

8. ADRC will acknowledge receipt and contact the applicant/client of the status of the complaint within 7 days of receiving the written complaint.

9. The client, applicant or student has the right to be accompanied by any person of their choice during the complaints or appeals process.

10. ADRC will resolve the complaint or appeal within 14 days of receiving the complaint, verbally or in writing.

11. ADRC will notify all parties of the outcome in writing within 24 hours after an outcome is achieved.

#### Our Appeals process

12. If the applicant or complainant does not agree with the outcome then he or she can appeal in writing to the ADRC's Board of Directors within 14 days of the date of the notice of outcome. The appeal should contain the reasons why the appeal is made specifying the areas disagreed by the appellant.

13. The Board of Directors will review the appeal within 14 days of receiving the appeal in writing and make a final decision. This decision will be communicated in writing to the appellant.