



Document Number:	5.3
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## 1.0 Purpose

To describe the procedure through which stakeholders and users of the community can communicate complaints they may have about any aspect of the ANZDATA registry. Additionally, the principles that govern ANZDATA's response to complaints is outlined.

## 2.0 Policy Details

### 2.1 Making a complaint

Formal complaints made to the registry can be either written or verbal.

- Written complaints should be sent to:
  - [anzdata@anzdata.org.au](mailto:anzdata@anzdata.org.au) or
  - ANZDATA Registry C/O SAHMRI, PO Box 11060, Adelaide, South Australia 5001
- Verbal complaints may be submitted by calling +61 8 8128 4758

All complaints, whether written or verbal will be documented and logged.

All complaints will be forwarded to a member of the Executive for actioning. Complaints relating to a specific member of the Executive must be forwarded to alternative member.

### 2.2 ANZDATA's response to complaint

#### Principles of handling complaints

- Transparency
  - ANZDATA will ensure that the complainant has been informed of their right to have a supporting person or advocate present during the formal complaints procedure.

- The complainant must be informed of the actions taken to address the complaint in a timely manner.
- ANZDATA recognizes the complainant's right to approach an external agency if the action taken to address the complaint is not to their satisfaction.
- Lines of Responsibility
  - All complaints must be reported to the ANZDATA Executive
  - All complaints will be reviewed by the ANZDATA Executive committee at the monthly executive meeting
  - Where revision by another party is required the complaint will be taken to the ANZDATA Steering committee.
- Integrity
  - ANZDATA will ensure that the investigation process is impartial and that no victimization against the complainant occurs.
- Respecting confidentiality
  - All complaints will be addressed in a confidential manner.
- Timely response
  - Action to address the complaint should commence within 5 business days of the complaint being made
  - A response to the complainant should be sent within 5 business days informing them of either the action being taken to address the complaint or of the body to whom the complaint has been referred and the expected timeframe for response
- Avoiding conflicts of interest
  - In any circumstance where a complaint involves a member of ANZDATA staff, the staff member involved will be asked to step out of any Executive or Steering committee meetings for the duration of the complaint being discussed.
- Documentation
  - All actions taken to address a complaint including committee discussion and decisions, actions undertaken and communication with the complainant should be clearly documented for future reference

### 3.0 Exhibits / Appendices / Forms

Nil

### 4.0 Document History



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