
EMDRAA COMPLAINTS POLICY

1. PURPOSE

This policy outlines the process for handling complaints to ensure they are addressed fairly, promptly, and transparently. It applies to all members, employees, and stakeholders of the EMDR Association of Australia (EMDRAA).

The EMDRAA Code of Conduct and the Safe and Respectful Association Policy define members' expectations regarding their professional behaviours and conduct. However, EMDRAA has identified a need for a thoughtful approach to ensure effective resolution when grievances, complaints, or other issues of concern are raised.

Where possible, EMDRAA avoids conflicts of interest in managing complaints. When a conflict of interest is identified, it is declared, and appropriate actions are taken.

2. SCOPE

This policy covers any formal complaints lodged by individuals or entities (Complainants) regarding the conduct, actions, or policies of EMDRAA and its members (Respondents).

3. DEFINITIONS

3.1. Board

The EMDRAA governing body oversees and monitors complaints, ensuring adequate management of reputational or financial risk to EMDRAA.

3.2. Chief Executive Officer (CEO)

The EMDRAA CEO holds overall organisational responsibility for ensuring complaints are addressed in a timely manner and that reports are provided to

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the board to enable them to monitor complaints.

3.3. EMDRAA Designated Officer

An EMDRAA staff member who is responsible for assisting with or supervising the complaint process.

3.4. Complaint

EMDRAA differentiates between a **complaint** and a **dispute**.

A complaint is an expression of dissatisfaction or concern about a service, behaviour, process, or decision.

It is:

- raised by a member or group,
- submitted formally, in writing, following the defined process.
- Is intended to seek redress, corrective action, or acknowledgment.

3.5. Dispute

A dispute arises when there is an unresolved complaint. The matter has been dealt with under the complaints process and there has been an outcome that is not satisfactory for one of the parties.

4. COMPLAINT PROCEDURE

4.1. Complaint Initiated

4.1.1. Complaints must be lodged via the official EMDRAA Complaint Form with any applicable supporting material.

Where a verbal or email complaint is received, the complainant will be sent the complaint form to complete.

4.1.2. The complainant(s) will receive written notice acknowledging the receipt of the item within five (5) business days.

4.1.3. With approval from the complainant, the person against whom the complaint has been lodged will be notified of the complaint. If the complainant wishes to remain anonymous, they may do so; however, this may delay the outcome.

4.1.4. EMDRAA may initiate a complaint if it is satisfied a breach of standards may have occurred.

4.1.5. If EMDRAA becomes aware of information that may indicate a breach of standards but does not result in a formal complaint, EMDRAA may initiate the complaints process.

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4.2. Triage and Review Stage

- 4.2.1. The Designated Officer will initially review the complaint.
- 4.2.2. The Designated Officer will write to all parties included in the complaint and provide them with the opportunity to respond to the matter raised.
- 4.2.3. The Designated Officer may
- a. **Resolve the matter:** EMDRAA aims to resolve all matters with members in a respectful, fair and efficient manner.
 - b. **Refer for external review:** If the complaint is outside the organisation's jurisdiction, scope of responsibility or capability for action, it may be referred to external parties.

For example: the Australian Health Practitioner Regulation Agency (AHPRA), the Australian Competition and Consumer Commission (ACCC), or the police in the applicable jurisdiction.

- c. **Dismiss the complaint:** If it is deemed without merit, it will be dismissed, and both parties will be informed in writing.

For example: the matter is deemed vexatious, or there is not enough substance or evidence.

- d. **Refer for remediation:** If appropriate, remediation may be taken to address, resolve or correct the issues identified through a complaint. Such action aims to rectify the harm or negative impact caused by the issue.

For example: rectify the subject matter of the complaint, request a change in behaviour or actions.

- e. **Refer to the EMDRAA CEO:** Refer the matter to the EMDRAA CEO.

- 4.2.4. Where the complaint is referred to the CEO, all relevant material will be collated and provided with the referral. Matters will only be referred to the CEO where other avenues cannot resolve it.

- 4.2.5. The Designated Officer will provide the parties with updates on the progress of the complaint, an explanation for any delays, prompt notification when further information is required, and timely updates about any change.

4.2.6. Board oversight (as a matter of course)

The Board will be made aware of the details of a complaint where the possibility of reputational or financial risk to EMDRAA exists.

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The Board will be provided with monthly reports on the status of complaints management.

4.3. Decision Stage

4.3.1. After reviewing the complaint, a decision will be made per 4.2.3, and an official **Outcome** will be communicated in writing to both the Complainant(s) and Respondent(s).

4.3.2 The EMDRAA aims to provide a transparent resolution by providing Complainants and Respondents with a clear explanation of the findings, the reasons behind a resolution decision, and any actions taken to address the complaint.

4.4. Appeal Stage

4.4.1. If either party is dissatisfied with the decision, they may file an **Appeal**.

4.4.2. The Designated Officer and the CEO will review the matter.

4.4.3. The Board will review disputed appeals for determination. The Board's decision will be final.

5. DISPUTE PROCEDURE

If a complaint remains unresolved to the satisfaction of one or more parties after the organisation's complaints process has been followed, it may escalate into a dispute.

Dispute resolution is addressed in accordance with Clause 4 of the Constitution.

In such cases:

5.1 The party requesting or initiating mediation will be responsible for covering the costs associated with mediation.

5.2 The organisation may mediate in good faith, to reach a fair and reasonable outcome for all parties involved.

6. DISCIPLINARY ACTION

Where the Designated Officer considers that disciplinary action may be required, the matter will be referred to the Board.

The Board may take disciplinary action against a member in accordance with clause 5 of the constitution, if it is determined that the Member

- Has failed to comply with the constitution
- Refuses to support the purposes of EMDRAA
- Has engaged in conduct prejudicial to EMDRAA.

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7. CLOSURE

Once all decisions and appeals have been resolved, the complaint will be closed, and both parties will receive final written notice.

8. CONFIDENTIALITY

All complaints will be handled confidentially and discreetly. Information will only be shared with those directly involved in the complaint process.

9. TIMELINES

9.1. Submission

Complaints will be acknowledged within five (5) business days of receipt.

9.2. Resolution

EMDRAA will aim to resolve complaints within four (4) weeks. EMDRAA will aim to resolve all appeals within four (4) weeks of submission.

10. REPORTING

EMDRAA will maintain a confidential log of all complaints and may report on outcomes only if the parties' anonymity can be maintained.

EMDRAA will ensure continuous improvement and record keeping, through regular review and evaluation of complaint handling processes, identifying areas for improvement, implementing corrective actions and monitoring effectiveness to enhance overall complaint management.

11. INFORMATION ABOUT MAKING A COMPLAINT

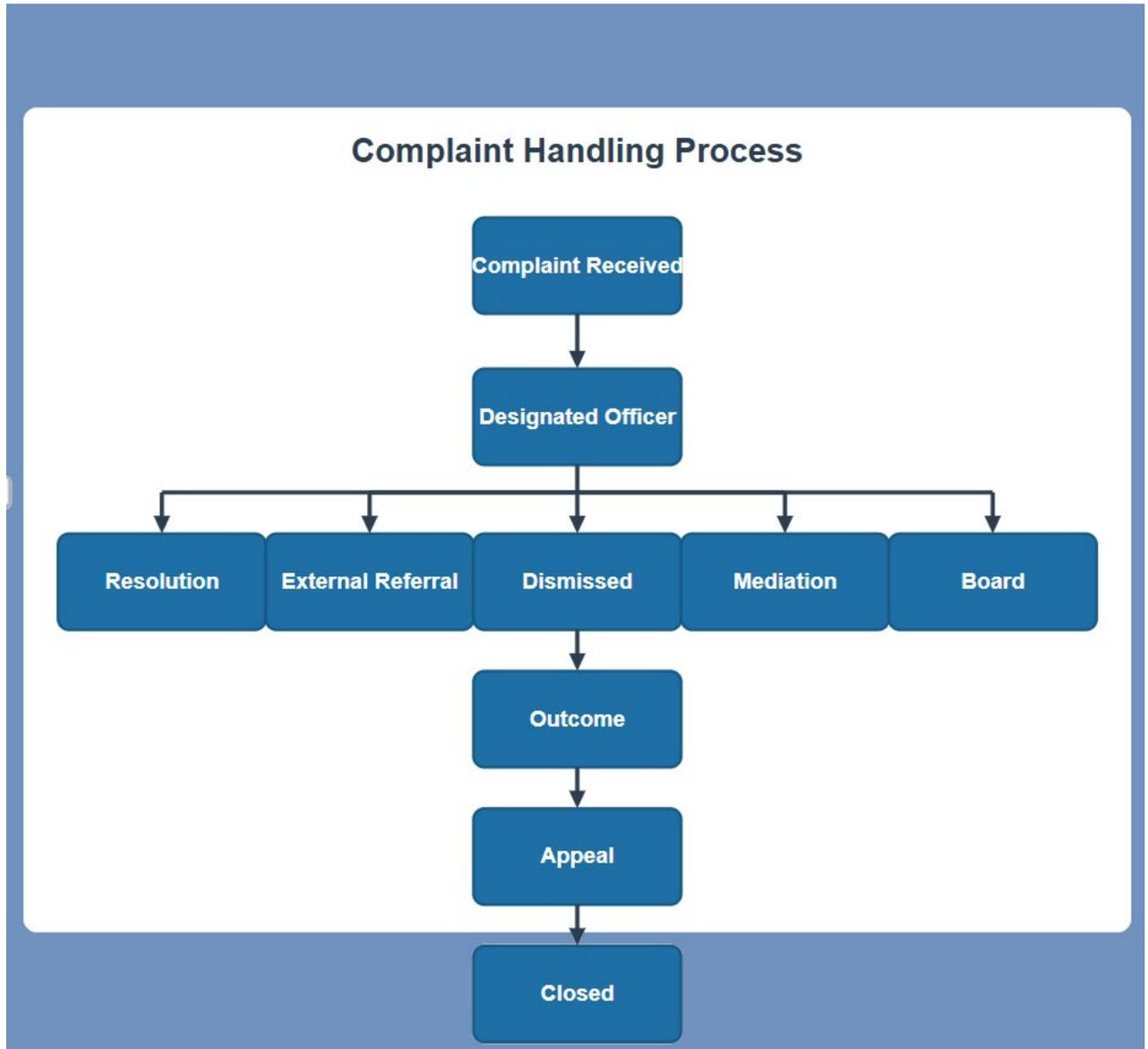
EMDRAA ensure members and others have access to this complaints process policy by making it clearly available on the EMDRAA website. The Designated Officer informs the complainant about what they need to do, when it needs to be done and offers to support their participation in a complaint resolution process.

12. ASSOCIATED DOCUMENTS

- EMDRAA Constitution
- Code of Conduct
- Safe and Respectful Association Policy
- Complaints form

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13. COMPLAINT PROCESS FLOWCHART



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