

## **ARC Complaints Policy and Procedure**

### **Complaint Management & Reporting Process:**

The Australian Reiki Connection Inc. complaint management and reporting process is to be referred to in all instances of complaint against a member.

The **CMRP** is to be a sub-committee set up as required. It is to consist of the president, the secretary, the treasurer and a general committee member. (unless the complaint is directed against one of these office bearers, in that case another committee member will form part of the sub-committee)

No liability is to be accepted by an ARC Inc. member receiving the complaint, and no guilt is to be ascribed to any person member or not.

#### **1. Lodging a complaint**

- 1.1 Any client, student or member of the public may lodge a complaint in writing to the ARC Inc. Committee of Management.
- 1.2 The complaint must be set out in writing stating clearly and succinctly, with reference to time, place and the event that took place.
- 1.3 All complaints will be kept as confidential as possible.

#### **2. Complaint receipt & registration**

- 2.1 On receipt of a complaint, the Secretary will register the complaint and open a complaint report file.
- 2.2 Noting the date of receipt and the nature of the complaint, the date of resolution, the resolution duration and the determination reached.
- 2.3 The Secretary will issue a receipt in writing to the complainant requesting further information on the complaint if necessary.
- 2.4 The Secretary will notify the respondent member of the complaint and invite response.



### 3. Analysis of complaint

- 3.1 After reviewing the complaint, the Secretary will forward the complaint to the **CMRP** complaint sub-committee for actioning.
- 3.2 The sub-committee will investigate the complaint thoroughly in order to resolve the issue(s) raised, in accordance with the rules of association.
- 3.3 The sub-committee will discuss the complaint in confidence and with regard to, the rules of the association, the code of ethics and the code of professional practice, and the member's response.
- 3.4 Make a determination, based on the facts presented.

### 4. Response to complainant

- 4.1 After the ARC Inc. sub-committee is satisfied that the issue has been thoroughly investigated, all parties to the complaint will be notified in writing.

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If the complaint has been upheld, then it has been determined that the member has breached rules or codes. The complainant shall be notified of the outcome of the initial sub-committee findings, within 28 days from the date of receipt of the complaint. The matter will be referred to the committee of management for resolution according to the ARC Inc rules.

If the matter has been overruled, the member will be notified of the decision within 7 days of the meeting. The complainant shall be notified of the decision within 28 days from the date of receipt of the complaint.

