



# Appeals, complaints and grievances policy

<b>Document</b>	Appeals, complaints and grievances
<b>Definitions</b>	Refer to APA Glossary of terms
<b>Purpose/ objectives</b>	<p>The purpose of this Policy is to:</p> <ul style="list-style-type: none"><li>• provide a framework and outline the process for the College, Applicants, and Participants in progressing, managing and resolving Appeals, Complaints and Grievances; and</li><li>• Identify the rights and responsibilities of the College, Applicants, and Participants with respect to Appeals, Complaints and Grievances.</li></ul>
<b>Scope/ application</b>	<p>This Policy applies to:</p> <ul style="list-style-type: none"><li>• Applicants to College programs or professional development whose Appeal, Complaint or Grievance relates to academic or administrative processes during their application to or selection by the College.</li><li>• Applicants to Titling and Milestone credentialing.</li><li>• Applicants for membership of the College.</li><li>• Learners of the College in education or professional development whose Appeal, Complaint or Grievance relates to academic procedure, administrative processes or assessment.</li><li>• a Participant or staff member of the College involved in a conflict of interest or potential conflict of interest.</li><li>• an Appeal of a Complaint or Grievance decision relating to education or professional development, milestone credential or membership with the College (excluding Special Consideration).</li></ul>
<b>Policy statement</b>	<ol style="list-style-type: none"><li>1. All Appeals, Complaints and Grievances are to be made to the College in accordance with the College's Appeals, Complaints and Grievances Procedure.</li><li>2. All Appeals, Complaints and Grievances are to be considered and determined by the ACG Standing Committee. In this regard:<ol style="list-style-type: none"><li>a) Appeals will be heard and determined by an Appeal Panel.</li><li>b) Complaints and Grievances will be heard by a Complaint and Grievance Panel.</li></ol></li><li>3. In considering and determining an Appeal, Complaint or Grievance, the relevant panel made up from the ACG Standing Committee will use its best endeavours to:<ol style="list-style-type: none"><li>a) apply the principles of natural justice;</li><li>b) utilise a resolution process that is fair and equitable to all parties;</li><li>c) be transparent and manage the process within prescribed timelines;</li><li>d) seek to maintain the privacy of the parties involved; and</li><li>e) enable the Complainant to make the Complaint or Grievance without fear of reprisal.</li></ol></li><li>4. Where a Complaint or Grievance relates to an illegal act, omission or conduct, the matter will also be referred by the ACG Standing Committee to the appropriate authority.</li><li>5. Where a Complaint or Grievance from a Client relates to supervised practice or examination, the ACG Standing Committee will not consider and determine the matter, and instead the College Manager (or nominated agent) will advise the Client of the appropriate complaint avenues under legislative, regulatory and APA frameworks.</li><li>6. The ACG Standing Committee will not consider or determine Appeals, Complaints or Grievances that are frivolous, vexatious, misconceived or without substance. In this regard, the ACG Standing Committee has full discretion in determining whether an Appeal, Complaint or Grievance is frivolous, vexatious, misconceived or without substance.</li></ol>



<b>Supporting procedures</b>	Appeals, Complaints and Grievances Procedure
<b>Responsibility for implementation</b>	College Manager Appeals, Complaints and Grievances Standing Committee General Manager, Education
<b>Responsibility for monitoring implementation</b>	College Council ACP Education Quality Standing committee APA Audit and Risk Committee APA Chief Executive Officer
<b>Status</b>	<i>New, Revisions and dates</i>
<b>Key stakeholders</b>	Participants in education and professional development of the College Educators in education and professional development of the College Assessors in education and professional development of the College Titling applicants Milestone credentialing applicants College program applicants College Council APA Board of Directors Staff of APA supporting education and professional development of the College
<b>Approval body</b>	Australian Physiotherapy Association
<b>Related policy</b>	<i>To be completed at implementation</i>
<b>Related other documents</b>	APA Code of Conduct <a href="https://australian.physio/aboutus/governance">https://australian.physio/aboutus/governance</a> AS/NZS 10002:2014, <i>Guidelines for complaint management in organizations</i> <a href="https://www.standards.org.au/standards-catalogue/sa-snz/publicsafety/qr-015/as-slash-nzs--10002-colon-2014">https://www.standards.org.au/standards-catalogue/sa-snz/publicsafety/qr-015/as-slash-nzs--10002-colon-2014</a> Physiotherapy Board of Australia Code of Conduct <a href="http://www.physiotherapyboard.gov.au/Codes-Guidelines/Code-of-conduct.aspx">http://www.physiotherapyboard.gov.au/Codes-Guidelines/Code-of-conduct.aspx</a>
<b>Date effective</b>	1 October 2021 effective
<b>Review date</b>	1 October 2024
<b>Keywords</b>	Appeal, complaint, grievance