COMPLAINT OR GRIEVANCE

AUSTRALIAN COLLEGE OF PHYSIOTHERAPISTS

RECEIVE COMPLAINT

COMPLAINT RECEIVED
Acknowledge receipt (College Manager) <5 days from receipt. On correct form? Completed?

YES → COI for Chair ACGSC

NO → Not correct form or incomplete – return to sender.

COI for Chair ACGSC

NO → Content appropriate to proceed on?

YES → If YES, Chair nominates another member of ACGSC without COI.

Content appropriate to proceed on?

YES → Complainant notified proceeding or not <15 business days.

NO → College Manager notifies CEO if a) vexatious or b) may not fall under ACGSC purview.

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CEO review. Office of CEO notifies complainant no substance or outside purview with option(s)

Complainant notified proceeding or not <15 business days.

Complaint notified.

Chair or nominee identifies two panel members without COI.

College Manager identifies meeting date and confirms details with panel. Seeks information from other party(s) involved.

Date notified to complainant. Invited to speak. Notified of panel membership for COI purpose. Has 5 business days to respond.

Date reconfirmed with Panel. Material distributed by the College Manager.

Complainant or the person(s) who are the subject of the Complaint or Grievance wish to attend the CG Panel Meeting, they must inform the College Manager of their intention to do so no later than five (5) Business Days prior to the Meeting Notice. Notification needs to be provided if a support person is to be at the meeting.

Notify CEO if legal person supporting.

Panel convened. Decision made. Record of meeting completed by the College Manager.

Record of meeting and decision to CEO for confirmation by College Manager within 2 days of meeting. Communication to complainant and subject of complaint by office of CEO.