

# ACAM CPD Home Complaint Policy

**POLICY NUMBER/  
REFERENCE:** 8-250723

**POLICY TITLE:** ACAM CPD Home Complaint Policy

## **POLICY STATEMENT:**

ACAM CPD Home membership is available to non-exempt medical practitioners in Australia at [www.acam.org.au](http://www.acam.org.au). It is not limited to members and fellows of ACAM but is open to those whose academic and clinical practice are aligned with the Australasian College of Aesthetic Medicine.

### **Objective**

To reassure subscribers, to individuals or entities making a complaint to ACAM CPD Home as well as those who may be the subject of a complaint that they will be treated fairly, respectfully and confidentiality receive natural justice. And that every reasonable effort will be undertaken to resolve the complaint in a timely manner.

## **DEFINITIONS:**

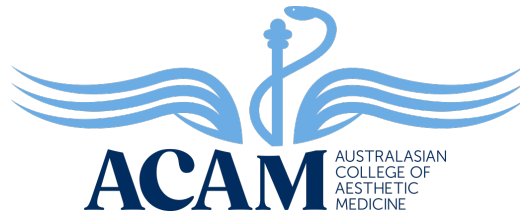
### **Background**

ACAM CPD Home is committed to ensuring that those who interact with ACAMs CPD Home as members, fellows, subscribers, course merchants and education providers, clinical experts and advisors are aware they can bring to ACAM's attention:

- If they have been treated in a manner inconsistent with our code of conduct or any of our policies;
- If they are aware of any behaviour or interactions that are inconsistent with our code of conduct or any of our policies; or
- Have identified a failing or inconsistency in an ACAM CPD Home policy, procedure or process that requires attention.

ACAM's commitment to good governance, ethical conduct and continuous quality improvement whilst acting within the principles of procedural fairness and natural justice, ACAM undertakes to respond to, investigate and where practicable address or facilitate the resolution of any matter in a timely manner as mentioned above, that is the subject of a complaint.

To ensure complaints are accurately recorded and actioned ACAM CPD Home provides a Complaints section through which complainants may advise of their complaint.

**Purpose**

This policy outlines principles and processes CPD Home employs for handling complaints.

**Scope**

This policy applies to any person or entity subscribing to, providing educational content to, or engaging in business with the ACAM CPD Home, who has concerns about:

- An ACAM CPD Home policy, process or procedure which may be considered lacking, discriminatory, unfair or unreasonable or which the complainant believes may have breached any governance principle; or
- Any concerns about the way they have been treated by a CPD Home staff member or decision maker.

This policy applies to complaints made in writing (via the ACAM CPD Home Complaint Form) and fully completed and submitted to ACAM.

**PROCEDURES:****Complaints to ACAM CPD Home:**

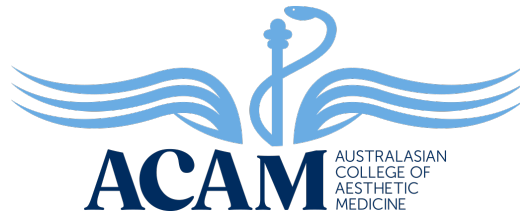
Be completed fully and specify the name, email address and contact details of the complainant and include the details and circumstances of the complaint, with all relevant facts, matters and issues the complainant considers relevant to the complaint.

Submission will be required via a dedicated email address [notification@acam.org.au](mailto:notification@acam.org.au):

- Identify to the best of the complainant's ability any person or entity involved in the matter which has given rise to the complaint;
- Specify if the matter that has given rise to the complaint has been referred to, or is being currently reviewed by any other entity, person, or external body;
- Include any and all relevant materials, documents and other evidence that the complainant considers relevant to the complaint;
- Specify what redress or resolution the complainant seeks.

**CPD Home in managing complaints will:**

- Record the date and nature of the complaint;
- Respond to complaints in a professional and timely manner;
- Not progress any complaint referred to or being dealt with by any other entity, person, or external body;
- Advise the complainant with 10 days of receipt of their complaint;
- After initial assessment of the complaint further contact will be made to advise the outcome of the initial assessment and next steps in the procedure;
- ACAM will take all reasonable steps to protect and respect the confidentiality of the people involved in a complaint;



- And not reveal any personal details except where it is necessary for the investigation and resolution of the complaint;
- ACAM will assess what action is required to best resolve the matter;
- ACAM will advise the complainant of the outcome of the assessment of their complaint, including:
  - whether further action is warranted;
  - if applicable, to whom within ACAM CPD Home, it has been referred to for action or investigation; or
  - if applicable, inform the complainant the next steps in the investigation and resolution process.

ACAM will:

Base decisions regarding the complaint on available and relevant evidence;

- ACAM will not review complaints based on suspicion, gossip or rumour;
- ACAM will apply the principles of procedural fairness and natural justice across all affected parties; and
- consider all complaints with fairness and objectivity.

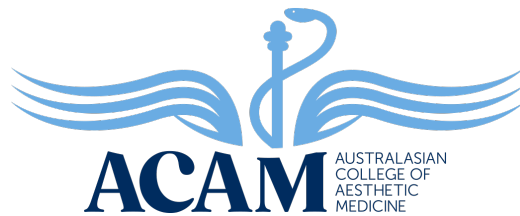
ACAM will:

If applicable, advise the complainant of:

- the outcome of any investigation undertaken, and corresponding determination/s made in response to the complaint;
- any further recourse opens to them if not satisfied with the outcome; or
- implement any determined actions to resolve or bring the matter to a close.

### **Roles and Responsibilities**

- The Medical Education Officer or corresponding role will be ultimately responsible for ensuring the appropriate management of complaints.
- The Association Manager in the first instance will delegate the complaint to responsibility to the designated complaints officer.
- All complaints received via [notification@acam.org.au](mailto:notification@acam.org.au) email address will be assigned to the designated complaints officer.
- The designated complaints officer will, in a timely manner, assesses all complaints received via the [notification@acam.org.au](mailto:notification@acam.org.au) email address and communicate with the complainant regarding the receipt of the complaint, the outcome of the initial assessment, and what, if any, next steps to resolve the matter will be undertaken by the contact information provided they the complainant;
- If the designated complaints officer assesses the complaint to be a serious nature, they may refer the complaint to the Association Manager, for further action to address and/or resolve the matter. The Association Manager may either advise the complaints officer on the action to be taken or take over the management of the complaint as deem appropriate;



- All complaints received via the [notification@acam.org.au](mailto:notification@acam.org.au) email address will be recorded on a Complaints Register. The register will list the date the complaint was received, the date receipt of complaint acknowledged, outcome of initial assessment, whether further investigation is warranted, outcome of any investigation, the date complainant advised of outcome, and the status of the complaint. The Complaint Register will also record the name and contact details of the complainant, but these details will only be available to complaints officer managing the complaint.
- The Complaint Register will be utilised to compile an annual report to the Board on the number, nature, status and outcomes of complaints received. This report will inform the Association Manager and the Board in reviewing the nature and type of complaints received by the ACAM CPD Homes and the management of complaints as well as assessing if any modifications to operations, policies, procedures or processes are required.

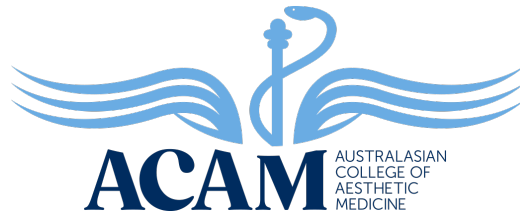
The complainant must not make a complaint if:

- The matter that has given rise to the intended complaint would be better addressed under the Whistle Blower Policy or the Review and Appeals Policy; or
- If the complaint is being made with the intention of being frivolous, vexatious, or malicious in nature.

### **Action**

In responding to a complaint ACAM CPD Home may:

- note the complaint;
- reject the complaint if assessed as being frivolous, malicious or vexatious.
- investigate the complaint, advising the outcome and any action to be taken to resolve the matter or as a consequence; and
- where appropriate, facilitate a resolution of the matter with the complainant and/or between the complainant and the person or entity directly involved in the matter that gave rise to the complaint.
- take action to fix the matter or correct an incorrect application of our policies or procedures;
- apologise to you;
- give you more information about how your matter was managed or a further explanation of our policies or procedures; and
- undertake to review ACAM's policies, procedures and practices that may have contributed to or being part of the complaint process.

**AMENDMENTS/REVIEW:**

‘Review or Amended by the Management Committee (23 July 2023)’  
‘Endorsed by Management Committee (31 July 2023)’

**RELATED DOCUMENTS:**

1. ACAM Code of Conduct
2. ACAM CPD Home Reconsideration, Review and Appeals Policy
3. ACAM CPD Home Whistle Blower Policy

**REFERENCES:**

**File:** ACAM Policy and Procedural Manual/Policy Manual Complete/Updated Policies/ACAM CPD Home Complaint Policy 8-250723

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Website: <https://www.acam.org.au>

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