

Grievance and Appeals Policy

The International Institute for Complementary Therapists (IICT) shall ensure all complaints and appeals are dealt with in accordance with the principles of natural justice and procedural fairness. All complaints and appeals shall be subject to notification within IICT management meeting and require the implementation of IICT complaints and appeals process.

Scope of Complaints and Appeals Policy

IICT will manage and respond to allegations involving the conduct of:

IICT, approved training providers, members or staff;

Complaints and Appeals Procedures

Members may choose to submit a complaint to IICT staff via the Informal Process or Formal Process.

(Please note 'IICT staff' will be considered to include third parties or partnering organisation staff)

Informal process

- Parties may submit a complaint (verbally or in writing) directly to staff of IICT with the purpose to resolve a complaint through discussion and through mutual agreement. All complaints received will be acknowledged in writing by IICT.
- IICT staff are required to explain to the member the Informal, Formal and complaints and appeals processes available to them.
- All informal complaints when finalised shall be reported to the Management of IICT by IICT staff for further review and consideration for potential continuous improvement actions, regardless of whether the complaint was resolved or not.
- All informal complaints that are not resolved with parties by mutual agreement with IICT staff will require the completion of the formal complaints process.

Formal Process

- When a party wishes to submit a formal complaint or is dissatisfied with the attempt to resolve a complaint informally (directly with staff) the party may submit a formal complaint to IICT management utilising the 'Complaint Form'.

- IICT Management will respond in writing to all formal member complaints within 5 days of receipt of a 'Grievance Form'.
- When a grievance is recognised as requiring more than 60 calendar days to resolve the management of IICT must inform the complainant in writing, including reasons why more than 60 calendar days are required; and regularly update the complainant on the progress of the matter.
- IICT management shall respond to formal grievances from parties in writing proposing a resolution to the grievance.
- IICT management responses to the complainant shall include information and procedures concerning the complainant's right to appeal the proposed solution and request an independent adjudicator.
- All formal complaints when finalised shall be reported to the Management of IICT by IICT staff for further review and consideration for potential continuous improvement actions, regardless of whether the complaint was resolved or not.

Appeals Process

In the event of a member advising they are dissatisfied with the proposed solution for a formal complaint to IICT management, the Manager shall provide an additional opportunity to provide a solution.

Complaints and appeals records

IICT management shall maintain records of all complaints and appeals and their outcomes and reference complaints and appeals in IICT Management meeting minutes identifying potential causes of complaints and appeals and takes appropriate corrective actions to eliminate or mitigate the likelihood of reoccurrence.

Records of all Informal, Formal complaints and appeals will be recorded in IICT Review meeting minutes, and all written student complaints records will be retrievable through the Student Complaints PCFs.