

POLICY FOR DEALING WITH COMPLAINTS BY MEMBERS AGAINST EXTERNAL ORGANISATIONS.

Where an ECA(WA) member (Member, Corporate Member or Associate) registers a complaint against an external organisation or individual bearing on the professional activities of a member or members, the Committee will interview the member to gauge the significance and substance of the complaint and to determine an appropriate course of action. Only written complaints will be considered.

If the matter requires an urgent response the Executive may convene a special meeting of the Committee.

If the Committee determines that the complaint warrants follow-up, it will approach the organisation or individual concerned in pursuit of some or all of the following:

- lodge a complaint about the offending action, and/or
- assist the affected member in seeking redress if appropriate, and/or
- where appropriate advise the individual or organisation on a suitable approach to adopt in the future to avoid the problem which caused the complaint.

The Committee will advise the complainant of the action taken and of any outcome.