

# ANZAPT Complaints Process for Complainants

## Making a Complaint

ANZAPT views complaints seriously and considers it as a learning opportunity for the person whom the complaint is made against. ANZAPT supports the person/organisation who made the complaint and carries out the best way possible to process the complaint.

ANZAPT policy sets out to make it a fair process for all involved. The intent is to ensure complete transparency in the complaint process. The procedure explaining how to make a complaint is explained below.

Complaints will be dealt with in a reasonable and responsible time frame and in a way that is deemed appropriate for the type of complaint. ANZAPT will use any information gathered to improve the policy and procedures for handling complaints.

### Definition of complaint

A complaint is a formal expression of dissatisfaction, whether justified or not, about any aspect of ANZAPT including its Members and Officers, the Society itself, administration staff and co-opted or working party members.

### Complaints Process

Complaints can be in writing or emailed and the information setting out the allegations must be sufficiently detailed to ensure that a person against whom an allegation or allegations is made is fairly advised of the allegation or allegations concerning them, with sufficient details given to enable that person to prepare a response with support of ANZAPT.

If you have a complaint please email [ethics.anzaptnz@gmail.com](mailto:ethics.anzaptnz@gmail.com) advising:

- Name of the person you wish to complain about (Member, Officer or the Society of ANZAPT)
- Date of incident
- Explanation of concern
- What outcome would you like to see

You will receive acknowledgement of receipt of complaint within 5 working days

The complaints officer, with the complaints sub-committee will look into the complaint and investigate it – if further information is required they will be in touch with you.

Once the investigation is completed the result is brought to the complaints committee for discussion and to make a decision on what action needs to be taken.

When the decision is reached you will be advised of the outcome of the investigation, the conclusion reached and what action has been taken to redress the situation.

The Complaints Officer will endeavour to maintain confidentiality for both parties involved if possible.

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