

COMPLAINTS RESOLUTION POLICY

Introduction & Overview

From time to time the AACP receives complaints from Associates because they are unhappy with a decision, the level of service or the behaviour of staff. These complaints include, but are not limited to:

- Dissatisfaction with the results of the MCQ assessment.
- Dissatisfaction with the results of the case study assessments.
- Dissatisfaction with the length of the case study assessment time frames.
- Objections to changes in policies or procedures.
- Problems with accessing the AACP web site.
- Dissatisfaction with service provided by AACP staff members.

Purpose

The purpose of this policy is to:

- Increase Associates and stakeholder satisfaction with the delivery of AACP products and services
- Recognise, promote and protect Associates' rights
- Provide an efficient, fair and accessible mechanism for resolving complaints
- Monitor complaints in order to improve the quality of AACP services.

Policy

The AACP will respond to complaints received from Associates as quickly as possible. By implementing a triage system, the AACP will be in a position to determine the most appropriate staff member to address the specific issue raised by the Associate. For example:

- MCQ assessment and case studies – referred initially to the Accreditation Manager
- Reaccreditation process – referred initially to the Reaccreditation Manager
- Time frames for case study assessment – referred to the Office Manager
- Policies and/or procedures – referred to the Office Manager
- Dissatisfaction with the behavior of an AACP staff member – referred to that staff member’s supervisor.

A written response to the complainant will be issued within two working days.

- *AACP Standard Operations Manual*
- *AACP Appeals Policy*

Authorisation

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