COMPLAINTS POLICY

The Australian Community Workers Association has provision for members of the public to make a formal complaint against a member of ACWA or ACWA registered community worker. ACWA can investigate complaints related to a member’s professional conduct such as breaches to the Australian Community Workers Code of Ethics.

A complaint will assist a professional to identify a mistake or improve their service to a client or customer.

ACWA will attempt to resolve complaints in a manner that is equitable and mutually satisfactory. All complaints will be treated seriously.

Members of the public with a complaint against an ACWA member or registered community worker have the right to:

- Complain or express concerns without fear of recrimination
- Have their complaint dealt with fairly, promptly and respectfully
- Be treated in a non-discriminatory manner
- Confidentiality

Any person raising a complaint has the option to withdraw at any stage throughout the process. However, the association may elect to pursue the complaint without their involvement.

PROCEDURE

Lodging a request

A service user, co-worker, employer or fellow member may make a complaint against an ACWA member or registered worker. The complainant is required to submit the written complaint to the ACWA national office.

If for any reason a complainant has difficulty lodging a complaint in writing the complaint may be documented on their behalf by an ACWA employee.

Email info@acwa.org.au
Subject: Complaint against a member

Post
ACWA
PO Box 42
Flinders Lane VIC 8009
Australia
**Processing a request**

Upon receiving a formal complaint ACWA will respond within five working days, with a written acknowledgement confirming receipt of the complaint and giving details of the timeframe for a formal response.

The complaint will be considered in the first instance by the CEO who will report to the ACWA Board.

Where appropriate resolution of a complaint may be attempted through consultation, cooperation and discussion between parties involved,

The Board reserves the right to refer the matter on to a third party if the situation so warrants.

Following investigation of the complaint a written response will be forwarded to the complainant outlining the decision of the Board. This may involve expulsion of the member and the withdrawal of insurance coverage, or deregistration.

Where an ACWA member or registered community worker wishes to appeal a decision determined by the Association, they should contact and inform the CEO.