



INSOL INTERNATIONAL

INSOL International

Complaint and Dispute Resolution Policy

Our aim is to give you the highest quality service at all times. However, if you have a complaint, you are invited to let us know as soon as possible.

Introduction

This Complaint Handling and Dispute Resolution Policy aims to provide a structured approach to resolving complaints and disputes that is fair and equitable, and that will lead to solutions that are acceptable to all parties.

Definitions

Complaint

A complaint is an expression of dissatisfaction, made to the association, related to the association's activities, operations, policies, employees, volunteers or the complaints handling and dispute resolution process itself, where a response or resolution is explicitly or implicitly expected.

Complainant

A party that makes a complaint or files a formal charge, for example, a member of the public, association members, employees, volunteers, suppliers and contractors.

Dispute

Means an unresolved complaint. In other words, it is a matter that has been dealt with as a complaint under this Policy, but where the complainant is still not satisfied with the outcome.

Purpose of Policy

The purpose of this Policy is to outline a set of procedures to effectively and fairly respond to complaints and disputes in a professional and timely manner.

This Policy provides a process for handling and resolution of complaints and disputes between INSOL International and its members, employees, volunteers, speakers, members of the public, suppliers and contractors relating to association activities and operations.

The objectives of this Policy are to establish a process to:

- Record, action and resolve complaints and disputes;
- Provide complainants, dissatisfied with a decision, a referral to an external process for resolution of their complaint; and

- Review and monitor the association's performance against the procedures outlined in this Policy.

Overview

The complaint and dispute resolution process at INSOL International operates in two stages:

- An internal dispute resolution process under which the association will use its best efforts to resolve a complaint or dispute to the mutual satisfaction of the association and the complainant; and
- Failing resolution, an external dispute resolution process under which the complainant, dissatisfied with the association's decision, can refer the complaint to the association's external dispute resolution officer/mediator or other external mediation body/service for resolution.

Effective and Efficient Complaint and Dispute Resolution Process

The association will adopt an effective and efficient complaint and dispute resolution process that:

- Is documented;
- Is communicated to association members, employees, volunteers, speakers, suppliers, contractors and members of the public;
- Has stated time limits for each stage of the process; and
- Is reviewed annually.

Committee and Management Commitment

The Executive Committee of INSOL International and its Executive Director are committed to the implementation of this Policy, as evidenced by:

- Ensuring the public, association members, employees, volunteers, speakers, supplier and contractors are aware of the association's Policy; and
- Implementing management systems and reporting procedures to ensure timely and effective complaints handling and disputes resolution, and monitoring.

Complaint Handling and Dispute Resolution Coordinator

The association will appoint an internal Complaint Handling and Dispute Resolution Coordinator who will be responsible for managing and coordinating the implementation of this Policy.

All complaints should be directed to the Complaint Handling and Dispute Resolution Coordinator, The executive Director.

Communication

This Policy is displayed in a public area within the association web site.

Periodically (at least annually), the Complaint Handling and Dispute Resolution Coordinator must remind the abovementioned stakeholders about this Policy.

Internal Resolution of Complaints and Disputes

Procedures for Receiving Complaints

If a complaint is submitted to INSOL International, the association:

- Must, if the complaint is verbal, either resolve it “on the spot”, or if that is not done, request the complainant to submit a written complaint to the Complaint Handling and Disputes Resolution Coordinator;
- Must, if the complaint is in writing, acknowledge in writing receipt of the complaint as soon as practicable and in any event within 14 days from receipt, and enclose a copy of this Policy for the complainant’s information;
- Must ensure that the complaint receives proper consideration resulting in a determination by the Complaint Handling and Dispute Resolution Coordinator as the person designated by the association as appropriate to handle complaints;
- Must act in good faith in dealing with and resolving the complaint;
- Must investigate the complaint including by:
 - Seeking all relevant information from the complainant; and
 - Obtaining all relevant information from association employees/
Volunteers/Speakers/suppliers.
- May in its discretion give any appropriate remedy to the complainant, including any of the following:
 - Information and explanation regarding the circumstances giving rise to the complaint;
 - An apology; and
 - Compensation for loss incurred by the complainant.
- Must communicate to the complainant in relation to the complaint as soon as practicable and in any event not more than 45 days after receipt by the association of the complaint:
 - The determination in relation to the complaint;
 - The remedies (if any) available to the complainant; and
 - Information regarding any further avenue for complaint.

When a Complaint will be Treated as Resolved by the Association

Written Complaints - where the complainant has been notified in writing of a decision and no response has been received, the complaint will be treated as resolved by the association.

Verbal Complaints - will be treated as resolved by the association where:

- The complaint has been resolved to the complainants satisfaction “on the spot”; or
- Where the complainant has been notified of a decision about a complaint and no response has been received.

Confidentiality

The complaint handling and dispute resolution process will keep the complainant's identity private to guard against inconvenience or discrimination.

Sensitivity

The association will treat each complaint separately and on its merits.

Recording the Complaint

Complaints and Disputes Register

The Complaint Handling and Dispute Resolution Coordinator must ensure that a Complaints and Disputes Register is established, maintained and kept up-to-date.

The Register will be comprised of a copy of each Complaint Report.

At a minimum, the Register must include the following information about every complaint that is received:

- Date complaint is made;
- Nature of complaint / issue;
- Action taken to investigate the complaint;
- Date resolved; and
- How resolved.

The Complaint and Dispute Resolution Coordinator must periodically review the Register to check that complaints are being handled appropriately, including in accordance with this Policy, and within the required timeframes.

The Complaints Register must also be tabled annually at Association Executive Committee meetings.

Timetable for Complaints Handling

The association will attempt to resolve complaints and notify the complainant as soon as possible.

Annual Review of this Policy

The Complaint Handling and Dispute Resolution Coordinator is responsible for ensuring this Policy is adhered to.

Periodically (at least annually), the Complaint Handling and Dispute Resolution Coordinator will review this Policy and report the outcome of this review to the Executive Committee.

If an Individual asks about the Complaint Handling and Dispute Resolution Procedures

If an individual asks for information about the association's complaints handling and dispute resolution methods, employees or volunteers must refer the request to the Complaint Handling and Dispute Resolution Coordinator as soon as possible. The Complaint Handling and Dispute Resolution Coordinator must ensure the individual is provided with a copy of this Policy within seven business days of the request.

If an Individual asks for Assistance in Formulating or Lodging Complaint

If an individual asks for assistance in the formulation and lodgement of his/her complaint, employees, members, Speakers and volunteers must refer the request to the Complaint Handling and Dispute Resolution Coordinator as soon as possible. The Complaint Handling and Dispute Resolution Coordinator must ensure reasonable assistance is provided to the individual.

Where a Complaint is not Resolved to an Individual's Satisfaction

For each complaint that cannot be resolved to the complainant's satisfaction within the abovementioned 45 days, the Complaint Handling and Dispute Resolution Coordinator must inform the complainant in writing that they have the option to pursue resolution of their complaint with the association's external Dispute Resolution Officer / Mediator and provide details about how to access them.

External Resolution of Disputes

Failing resolution of a complaint through the association's dispute resolution process as outlined in this Policy, complainants can refer their complaint to an external mediation body/service for resolution.

APPENDIX A

Complaint Report

1.	Date of this Report	
2.	Date complaint made / dispute notified	
3.	Details of complainant (Name, address & telephone number)	
4.	Nature of complaint	
5.	Action taken to investigate the complaint	
6.	Who is responsible for ensuring this action is carried out	
7.	Date action completed	
8.	The name of the person or persons who were the subject of the complaint	
9.	Does complaint / dispute indicate a recurring or systemic issue?	
10.	If yes, what action was taken to ensure the issue does not recur / that systemic issue has been addressed?	
11.	Is the complaint / dispute significant?	
12.	If yes – date notified to Executive Committee	
13.	How was the complaint / dispute resolved	
14.	Date complaint / dispute resolved	

APPENDIX B

Timetable for Complaints Handling and Dispute Resolution

Action required	Timeframe
Send copy of the association’s Complaints Handling and Dispute Resolution Policy to anyone who asks for information about its complaints or disputes handling methods.	Within 7 business days
Oral complaints not resolved “on the spot” and written complaints to be referred to the Complaint Handling and Dispute Resolution Coordinator.	Immediately
Where client requests assistance in formulation/lodgement of a complaint – refer matter to the Complaint Handling and Dispute Resolution Coordinator.	As soon as possible
Complaint Handling and Dispute Resolution Coordinator to write to complainant acknowledging receipt of complaint and forwarding copy of the club’s Complaints Handling and Dispute Resolution Policy.	Within 14 days of receiving complaint
Complaint Handling and Dispute Resolution Coordinator to advise complainant in writing of outcome and (if complaint not resolved to complainant’s satisfaction) advise complainant in writing of the availability of external dispute resolution mechanisms and how they may be accessed.	Within 45 days of receiving complaint
Complaints and Disputes Register – Complaint Handling and Dispute Resolution Coordinator to: (a) record complaint on Register; and (b) keep Register updated.	(a) Within 7 days of receiving complaint (b) Within 45 days of receiving complaint