

Complaints Summary

Preamble

Massage & Myotherapy Australia's (Association) [Disciplinary and Dispute Resolution Procedure](#) is a statement about appropriate and expected management of complaints by the Association and as such reflect the values of the Association. The guideline along with the [Code of Ethics and Standards of Practice](#) outline the professional conduct expected of members and seeks to protect the public.

Aim

This document outlines the process to be followed by the Association and its members if a complaint is made against an Association member. The Association's Code of Ethics (Code) applies to all members of the Association and describes the standard of professional conduct expected of members. If a complaint is received by the Association against a member, then under Clause 6.11 of the Constitution, following review of the matter as per the Disciplinary and Dispute Resolution Procedure Guidelines, the Board of Directors may discipline or expel a member.

The complaints process supports the aims of the Association by encouraging public confidence in the standard of therapist who form part of the Association. A complaint can be lodged with the Association in respect of a breach of the Code of Ethics and Standards of Practice.

Lodging a complaint

Complaints made against a member must be made in writing on the [Association Ethics Complaint Form](#) and emailed to: ea@massagemyotherapy.com.au or addressed and mailed to:

Chief Executive Officer
Massage & Myotherapy Australia
Level 8
53 Queen Street
MELBOURNE VIC 3000

A complaint must include details sufficient to describe the nature of the complaint or dispute and made on the appropriate form. The form, Code and all other policies can be found on the Association website [here](#).

Massage & Myotherapy Australia is unable to:

- Address complaints made against a Massage & Myotherapy Australia member that are frivolous or vexatious
- Address complaints about non-members or members of other Associations
- Provide any form of compensation or refund of fees for service(s)
- Investigate health fund fraud on members' behalf.
- Review criminal or legal matters that are referred to the Police.

What happens next?

Once the Association has received a complaint about one of the Association members:

- The Chief Executive Officer and Chair of the NEC will be notified
- Acknowledge receipt of the complaint
- Inform the member that a complaint has been received, provide the member with the complaint details, and request a response to the allegations.
- All documentation will be forwarded to the National Ethics Committee who will review the complaint and make recommendation of Determination to the Board

- Individual Committee Member Reviews will be combined and the CEO will draft the Determination.
- The Determination will be confirmed by the Chair of NEC.
- Inform the complainant and the member if the matter is to be referred as per the *Referral of Ethical Complaints* and *Referral of Ethical Complaints to Police* Position Statements.
- The Board of Directors will adopt or reject the Determination.
- Inform the member and the complainant the outcome of the Determination.
- Ensure the outcomes/recommendations of the Determination are adhered to and completed.

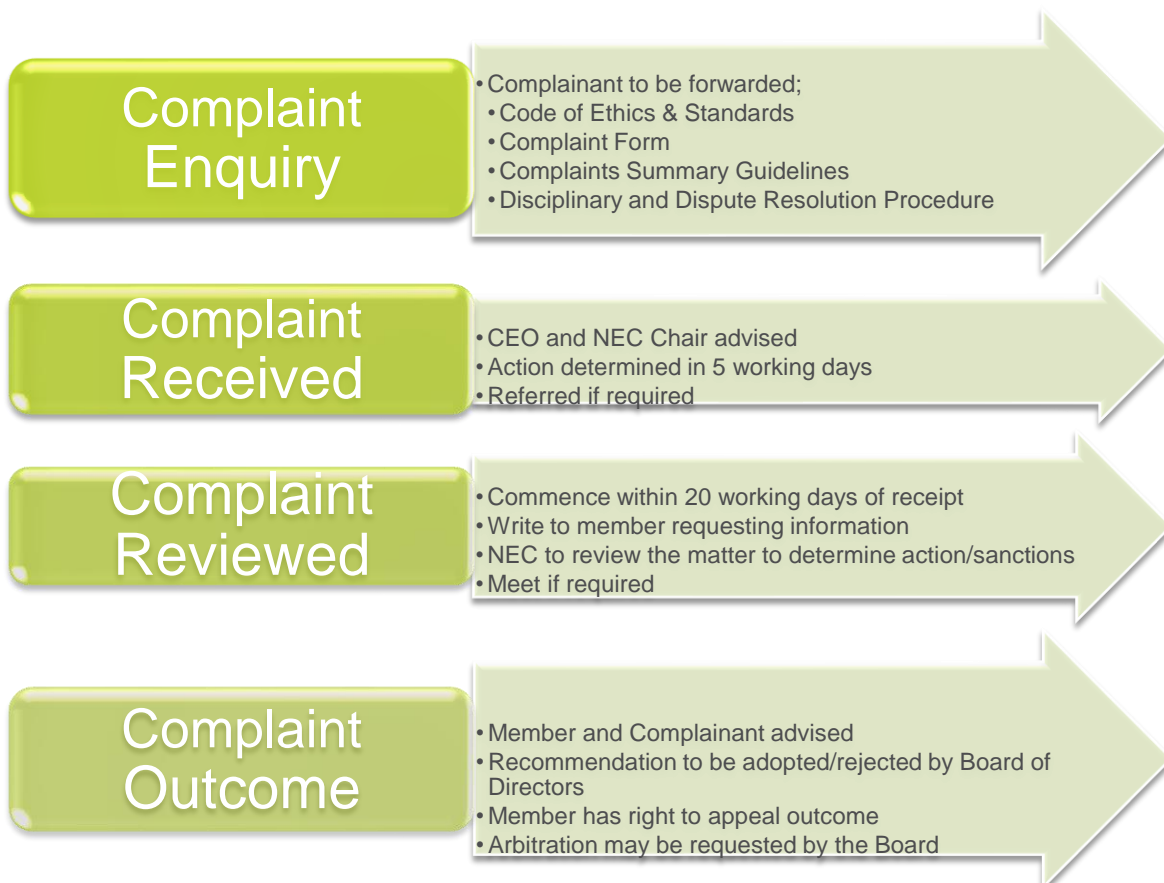
How long does it take?

Massage & Myotherapy Australia understands that making a complaint can be stressful and works to consider complaints as quickly possible. The Association must decide within 5 working days if the complaint is to be referred to another jurisdiction. If a complaint is referred to another jurisdiction the complaint is still reviewed by the Association and the review must commence within 20 working days of being received and can take up to eight weeks depending on the complexity of the matter.

If a complaint is deemed a Serious Complaint, it is referred to the Police as per the [Referral of Complaints to the Police Position Statement](#). A review does not proceed, and the CEO and Chair of NEC may make recommendation to the Board to suspend the member until the police matter is resolved.

If a complaint is referred to the Health Care Complaints or Office of the Health Ombudsman, the Association review proceeds as per the Disciplinary and Dispute Resolution Procedure.

Any findings or recommendations of the NEC will be forwarded to the Board. Please refer to the full Massage & Myotherapy Australia Disciplinary and Dispute Resolution Procedure. The following chart provides a summary.



Where can I get further help?

Health Complaints Commissioners and Ombudsmen

VICTORIA

Health Complaints Commissioner
Freecall™ 1300 582 113
<https://hcc.vic.gov.au/>

NEW SOUTH WALES

Health Care Complaints Commission
Freecall™ 1800 043 159 (within NSW)
<https://www.hccc.nsw.gov.au/>

QUEENSLAND

Office of the Health Ombudsman
Freecall™ 1800 077 308 (within Queensland
excluding Brisbane)
Brisbane 133 646
<http://www.oho.qld.gov.au/>

SOUTH AUSTRALIA

Ombudsman SA
(08) 8266 8699
<http://www.ombudsman.sa.gov.au/>

WESTERN AUSTRALIA

Health and Disability Services
Complaints Office (HaDSCO)
1800 813 583 or (08) 6551 7600
<https://www.hadsco.wa.gov.au/home/>

TASMANIA

Health Complaints Commissioner
Toll free 1800 001 170 (within Tasmania)
<http://www.ombudsman.tas.gov.au/>

ACT

Human Rights Commission Complaints Commissioner
(02) 6205 2222
<http://hrc.act.gov.au/health/health-service-complaints/>

NORTHERN TERRITORY

Health & Community Services Complaints Commission
Toll free 1800 004 474 or (08) 8999 1969
<http://www.hcsc.nt.gov.au/>

For AHPRA Registered Health Providers

AHPRA National Board

Information about making a complaint to AHPRA is contained in the AHPRA Complaint Handling Policy and Procedure.

<http://www.ahpra.gov.au/Notifications.aspx>

The AHPRA National Board will usually only assess complaints that have already been lodged with AHPRA. www.ahpra.gov.au