



Complaints Summary

Preamble

Massage & Myotherapy Australia's Disciplinary and Dispute Resolution Procedure is a statement about appropriate and expected management of complaints by the Australian Association of Massage Therapists Ltd (AAMT or 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 Massage & Myotherapy Australia and its members if a complaint is made against a Massage & Myotherapy Australia member. The Massage & Myotherapy Australia 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 Massage & Myotherapy Australia against a member, then under Clause 6.11 of the Constitution, the Board of Directors may discipline or expel a member.

What can Massage & Myotherapy do?

The complaints process supports the aims of Massage & Myotherapy Australia by encouraging public confidence in the standard of therapist who form part of the Association. You can lodge a complaint to the Association in respect of:

1. Client Wellbeing
2. Confidentiality and Privacy
3. Application of Accepted Techniques
4. Commitment to the Industry
5. Professional Attitudes

Lodging a complaint

Complaints made against a member must be made in writing and emailed to: EA@massagemyotherapy.com.au or addressed and mailed to:

Chief Executive Officer
Australian Association of Massage Therapists Ltd
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 at www.massagemyotherapy.com.au

What does the National Ethics Committee do?

The National Ethics Committee (NEC) is established to ensure the Code is upheld and complaints against members are heard in a consistent manner. The NEC can:

- Review information and education provided to members with respect to the Code and the Standards of Practice.
- Participate in the development of best practice models.
- Determine additional schedules to be provided, as required, to enhance the Code, Standards of Practice and complaint procedures.
- Monitor ethical matters as they appear on the Ethics Register in order to provide advice on amendments to training and information materials and, if necessary, new schedules.
- Provide a report to the Board of Directors for inclusion in the Annual Report reflecting matters addressed by the NEC during the year and any steps taken to address trends.
- Refer the matter on behalf of the Board to either the police or the relevant state or territory Health Commission to investigate.

What Massage & Myotherapy Australia is unable to do

- Address complaints made against a Massage & Myotherapy member that are frivolous or vexatious
- Address complaints about non-members or other Associations members
- Provide any form of compensation or refund of fees for service(s)
- Deal with criminal or legal matters
- Investigate health fund fraud on your behalf

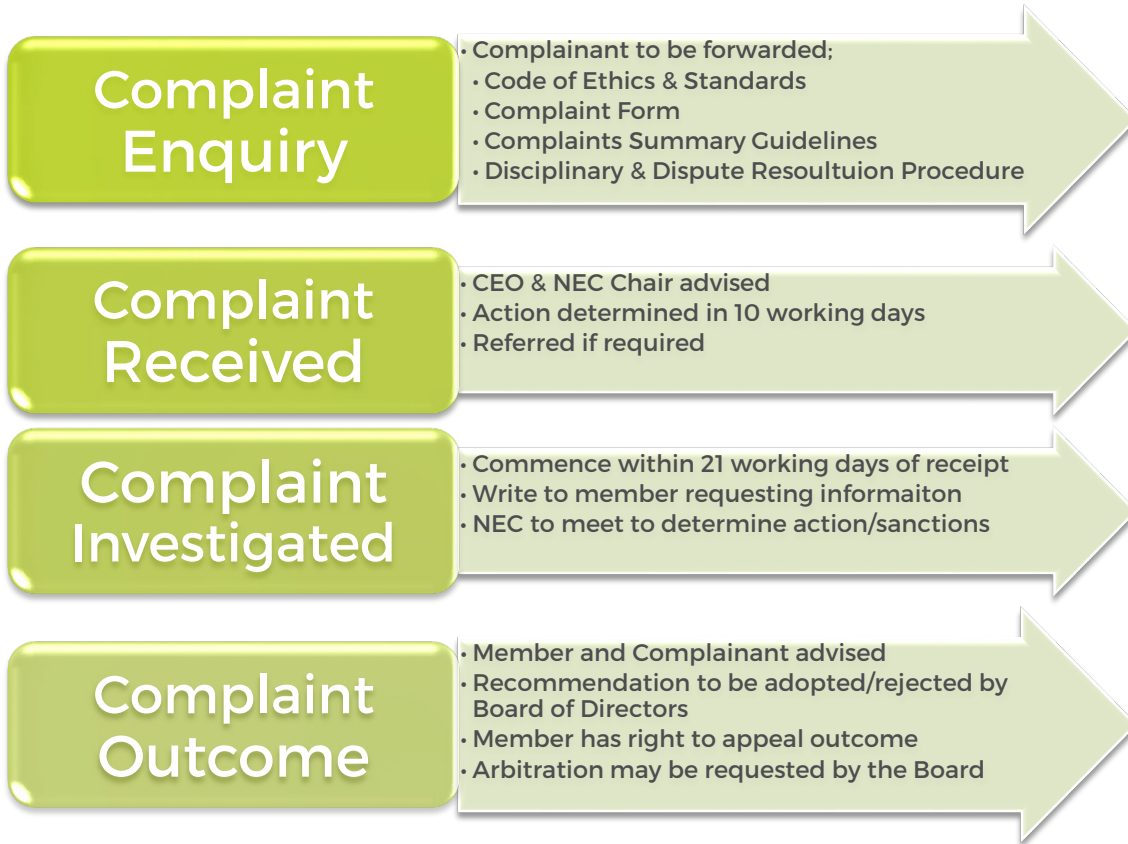
What happens next?

Once Massage & Myotherapy Australia has received your complaint about one of our members, we will do the following:

- The Chief Executive Officer and Chair of the NEC will be notified
- Write to tell you we have received your complaint
- Write to the members and tell them that a complaint has been made against them
- The NEC will determine if the complaint can be heard by Massage & Myotherapy Australia or needs to be referred under the Referral of Ethical Complaints Policy
- Carry out an investigation of your complaint
- Write to tell both you and the member if the matter is to be referred.

How long does it take?

Massage & Myotherapy Australia understands that making a complaint can be stressful, so we work to consider your complaint as quickly as we can. Massage & Myotherapy Australia must decide within 5 working days if the complaint is to be heard, or referred to another jurisdiction. If the NEC decides to handle the complaint the investigation must commence within 21 working days of being received and can take up to eight weeks depending on the complexity of the matter. 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 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.hadsc0.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