

Complaints policy

Introduction

ASID is committed to resolving complaints fairly, quickly, and impartially. We do this in accordance with principles of natural justice and our legal obligations. When we handle complaints, we aim to:

- Improve the quality of our work
- Build trust and confidence with our community
- Identify areas where we can do better
- Learn from feedback and improve

What is a complaint?

A complaint is when someone is unhappy with or believes something is unfair about:

- ASID's activities or services
- An ASID event
- Our publications or resources
- The actions of our directors, members, or contractors
- How we follow our mission and values
- How ASID is managed and governed
- Legal or regulatory matters

How to make a complaint

ASID makes it easy to make a complaint:

- People can complain however works best for them: email, phone, text, or in person
- We have a form on our website people can fill out to make a complaint
- Someone else can help a person make a complaint if needed
- Information about how to complain is available so everyone can access it

People can make a complaint to ASID by:

- Using the form on our website [here](#).
- Calling or emailing the secretariat: Call from Australia 1800 644 741 or New Zealand 099749600 or email secretariat@asid.asn.au .
- Emailing ASID board members or our president: president@asid.asn.au
- Complaints about ASID journals or editors: if the complaint is about our journals or editorial decisions, there is a different process. Contact the journals helpdesk by email journalshelpdesk@taylorandfrancis.com

Managing complaints

When ASID receives a complaint, we will:

- Make sure it is related to ASID
- Choose an appropriate person to manage the complaint
- Gather information (if needed)
- Ensure people can respond to claims against them
- Consider the issue fairly
- Decide what to do about the complaint
- Communicate the decision to the person who complained

If a complaint needs to be resolved by something covered in ASID's Constitution, we

will follow what our Constitution says:

- Complaints that might end someone's membership of ASID (Clauses 5.2-5.3)
- Disputes between members and ASID (Clause 25)
- Complaints about ASID Board Members (Clause 12.10)'

This means specific timeframes and procedures may apply. Find ASID's Constitution [here](#).

ASID uses principles of natural justice

When someone makes a complaint, ASID will investigate and manage the complaint fairly without taking too long, communicate with everyone involved, and record the complaint and what we decided.

- Everyone will be treated fairly
- We identify and manage conflicts of interest
- Investigations will be conducted fairly
- Decisions will be based on evidence
- All parties have the right to be heard and present their case
- The person subject to allegations can respond to claims against them
- All parties can bring a support person to any meetings
- We maintain confidentiality as much as possible
- We resolve complaints as quickly as possible while being fair to everyone involved

Communication and Keeping Records

ASID will keep everyone informed and updated. We will:

- Acknowledge complaints promptly
- Provide details of a contact person for the complaint
- Give a timeframe for dealing with the complaint
- Keep people updated
- Explain our decision and any actions we will take

We keep records of complaints. This means:

- We record details about the complaint
- We record the reasons for the decisions we make and the actions we take
- We keep these records securely in accordance with privacy laws

Decisions about Complaints

After we decide about a complaint, we will:

- Send a written response to the person who complained
- Explain what we decided, and any actions we take or changes we made as a result of the complaint
- Provide information about what to do if the person does not agree with our decision

Reviewing a Decision

Sometimes, a person who makes a complaint is not happy with the response or decision. They can ask us to review the decision. If it about something in ASID's Constitution, there are processes to follow:

- **Member termination complaints:** there is an automatic right to appeal to a general meeting within 7 days (Clause 5.3)
- **Governance disputes:** ASID must follow the dispute resolution process (Clause 25) including a 14-day resolution period and possible mediation (and shared costs)

People can make complaints to other organisations about ASID, such as:

- Australian Charities and Not-for-profits Commission (ACNC) or Charities Services, Ngā Rātonga Kaupapa Atawhai (New Zealand) for issues about charities
- Australian Securities and Investments Commission (ASIC) for the Companies Office (NZ) for corporate governance
- State-based and New Zealand-based anti-discrimination commissions
- National professional bodies for professional conduct issues
- Police for criminal matters