

Complaint Policy Statement

The Australian Institute of Project Management (AIPM) has developed its complaint policy based on the Australian Standard AS ISO 10002:2006, 'Customer Satisfaction– guidelines for complaints handling in organisations'. The policy also references the AIPM Code of Professional Conduct.

AIPM is committed to providing good quality services to its members and recognises the value of complaints as an important tool in monitoring member satisfaction. It is modelled on the principles of:

- Fairness
- Accessibility
- Responsiveness
- Efficiency; and
- Integration

The process uses a four-stage approach to complaint handling:

- 1) Receipt
- 2) Acknowledgment
- 3) Assessment planning and investigation; and
- 4) Response

Our policy is to deal with all complaints in a professional and timely manner. AIPM will work with both the complainant/s and respondent/s to establish a resolution that is fair to all parties and accurately reflects AIPM's codes and guidelines.

Definitions

'Complaint': The AS ISO 10002:2006 definition of a complaint is: "An expression of dissatisfaction made to an organisation, related to its products/services, or the complaints handling process itself where a response or resolution is explicitly or implicitly expected". AIPM's products and services include its professional competency and certification program - RegPM, Endorsed Course Provider Program, Continuing Professional Development (CPD), Project Management Standards, Membership Services and our Communications Program which includes our website and magazine.

A complaint may also be made against a member as a general complaint or if there is any issue relating to serious or improper conduct as defined in AIPM's Code of Professional Conduct.

A complaint may also be made against a staff member in relation to membership services.

'Complainant' means the individual person or persons lodging the complaint.

'Respondent' means the individual person or persons against whom the complaint is against.

Purpose

AIPM aims to provide a quality service to its members and if an issue arises and the members are not happy or AIPM has not met reasonable expectations then there is a process in place to deal with this in an appropriate manner.

Additionally, members have a mechanism to lodge a complaint against another member if there is any issue relating to serious or improper conduct as defined in AIPM's Code of Professional Conduct.

Visibility and Accessibility

AIPM's complaints policy is available to all AIPM members, contractors and employees via:

- AIPM's website - www.aipm.com.au
- AIPM's National Office - Level 23, 100 Miller Street, North Sydney, NSW 2060.

Laying a complaint

Anyone can lodge a complaint against a member of AIPM or its officers who are allegedly in breach of AIPM's Code of Professional Conduct. Complaints can also be made against the Institute's programs, products and services.

The complaint must:

1. Be in writing by completing a Complaints Form.
2. Clearly explain the circumstances that gave rise to the complaint
3. Provide evidence to support the allegations
4. Include the complainant's full name and contact details; and
5. Include all documentation relating to the allegations.

A complaints form is available by emailing complaints@aipm.com.au and requesting a form to be sent via return email.

The completed complaints form must be lodged by:

1. Mail, Courier or by Hand addressed to: The CEO, AIPM National Office, Level 23, 100 Miller Street, North Sydney NSW 2060; or
2. Email: complaints@aipm.com.au

The complainant will be asked to provide additional information if there is not enough material submitted with this form to provide a clear understanding of the issues. Access

to the complaint handling process is provided free of charge to all complainants. Complaints will be initially assessed by the CEO and categorised according to the complaint's severity, safety implication, complexity, impact, and the need and possibility of immediate action or reference to Governance review.

Exclusions

AIPM does not deal with complaints against non-members or members who are lodging a complaint that is commercial in nature. That is, a complaint where there is a contractual relationship between a member and a corporate entity, organisation, or client. Nor can it deal with complaints relating to legal matters or, in that context, obtaining financial restitution or compensation.

AIPM's disciplinary processes are confined to making sure that members and staff maintain appropriate standards of ethical conduct in accordance with the values and principles of AIPM's Code of Professional Conduct. The disciplinary process does not exclude external avenues that may support mediation or dispute resolution.

Timeliness and Responsiveness

Ensuring that complaints are acknowledged and met in a timely and effective manner is a major factor in determining a satisfactory outcome. AIPM will ensure that all complaints are acknowledged within three (3) working days of receipt of complaint.

Resolution will be sought within 14 working days of receiving the complaint, where this does not require further action or further governance review. If it is considered that more time will be required to investigate the complaint, the complainant/s will be kept informed of the progress of the investigation.

The CEO will inform the respondent of the details of the complaint and invite the respondent to make, within a reasonable time, but not more than seven (7) days such written submissions in response to the complaint.

Objectivity and Confidentiality

All complaints will be addressed in an equitable, objective and unbiased manner. The complainant is encouraged to provide feedback on all actions taken by AIPM on resolving the complaint.

AIPM will record all complaint details in a Complaints Register. The CEO will investigate and find resolution to the complaint. Any personally identifiable information will be made available only to those parties involved in the resolution process unless the complainant

has expressly authorised its disclosure. Should the complaint be against the CEO it will be forwarded directly to the National President in the first instance and then to the Governance Committee for investigation and resolution if so determined.

Investigation of Complaint

AIPM will make every reasonable effort to investigate the complaint. It will liaise with all relevant parties to investigate the complaint and ensure a satisfactory outcome for both the complainant and the respondent. A record of all relevant and appropriate information relating to the investigation will be kept in the complaints register and assigned to the relevant complaint.

Should the complaint be assessed as potentially involving misconduct by the respondent, the complaint will be referred to the Governance Committee to determine whether the complaint should be investigated as 1) improper conduct or 2) serious misconduct. If the Governance Committee determines that the complaint may be serious misconduct it shall advise the CEO who will establish a Disciplinary Committee to hear the complaint.

Where there is either improper conduct or serious misconduct the Governance Committee will prepare a report on its findings to the CEO and the AIPM Board within three (3) months of the lodging of the complaint.

Resolution of Complaint

Following an appropriate investigation, AIPM will advise the complainant and the respondent, as soon as it can, the action or decision taken in regard to the complaint. AIPM will also take actions to prevent similar complaints occurring in the future. Complainants will be advised of further avenues for review of their complaint if not satisfied with the resolution.

Dismissal of Complaint

The CEO may dismiss a complaint against a member/s on the grounds that the complaint is

- Vexatious
- Frivolous
- Misconceived
- Lacking substance; or
- The respondent's actions did not amount to Improper Conduct.

If the complaint is dismissed, the CEO shall advise the complainant/s and the respondent/s in writing.

Accountability, Commitment and Promotion

The Board, Governance Committee and all AIPM staff are required to read and acknowledge they understand this policy. AIPM will continue to improve the complaints handling process. The complaints policy will be reviewed on an annual basis.