



THE AUSTRALASIAN
COLLEGE OF
PHLEBOLOGY

Appeals and Complaints Management Policy

Policy Domain	ACP Management
Policy Area	All members and fellows
Policy Author	ACP
Version	1.00
Approval Details	Board of Directors
Effective Date	June 2021
Review Date	June 2024
Related Policies / Regulations	Reconsideration, Review & Appeals Policy; Reconsideration, Review & Appeals Procedure and the Procedural Fairness Policy

PURPOSE

The purpose of this document is to provide guidance on how the college manages records of appeals and reviews for continual review and identification of systems or organisational problems to be rectified.

SCOPE

All Appeals and Complaints that are dealt by the College are guided by the Reconsideration, Review & Appeals Policy; Reconsideration, Review & Appeals Procedure and the Procedural Fairness Policy.

A de-identified record is to be maintained for constant review to ensure that the College can identify any areas of concern or improvement within its policy, processes and activities.

PROCEDURE

All complaints and appeals are to be recorded in the Complaints and Appeals Register. The register is an excel spreadsheet with the following headings:

Register #
Date Submitted
Summary of Complaint
Evidence Supplied
Acknowledgement Issued
Proposed Action
Further Investigation
Referred to
Resolution
Matter Closed
Notification Issued

The register is to be reviewed annually by the Executive Manager to identify any emerging patterns and to refer the matter/s to the relevant committee or the Board of Directors to determine the best course of action in rectifying the deficiency.