



**Resolution
Institute**

Excellence in dispute resolution
across Australia and Aotearoa

Resolution Institute Complaints Policy

Introduction

Resolution Institute value complaints as they assist us to improve our products, services, and member experience. Feedback considered seriously and integrated into practice results in the delivery of high quality, professional dispute resolution, education, and advice.

Resolution Institute is committed to being responsive to the needs and concerns of our members and to resolving your complaint as quickly as possible. This policy has been designed to provide guidance to both our members and staff on the way we receive and manage your complaint. Resolution Institute is committed to being consistent, fair, and impartial when handling complaints.

Definition of a complaint

In this policy a complaint means an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected.

How a complaint can be made

If you are dissatisfied with a service provided by Resolution Institute, concerns or complaints can be lodged in one of the following ways (details included on page 4):

- by telephone
- by writing to us
- by emailing us
- in person

If we receive your complaint verbally and we consider it appropriate, we may ask for the complaint in writing.

Complaints about a Resolution Institute member

If you make a complaint about a member (who may be a mediator, an adjudicator, a family dispute resolution practitioner, other dispute resolution practitioner or a person with an interest in dispute resolution), we will implement our Member Complaint Process.

Member Complaint Process (our process)

Our process is one that follows the principles of natural justice. To meet this requirement our member must have the opportunity, in the first instance, to respond to a complaint directly to the person making the complaint. Once this has occurred and if the response does not resolve the complaint, then it can be dealt with via our internal complaint process.

If you have a complaint against one of our members, please refer it to the member first. If you do not wish to do so we can forward it on your behalf and ask the member to respond to you and provide us with a copy.

Our Member Complaint Process is a confidential one. This means anything discussed or agreed to during the process remains confidential and cannot be used in any other forum, disseminated to other people or placed on any form of social media. You will be asked to agree to the confidentiality

of the process.

The process is a transparent one. This means anything you provide us will be shared with the dispute resolution practitioner who is subject of the complaint and anything provided by the dispute resolution practitioner will be shared with you. In some circumstances information may not be shared, either upon request by one of the parties and the agreement of the Chief Executive Officer ('CEO') and Chief Operating Officer ('COO') or at the discretion of the CEO and COO. If this happens reasons for non-sharing will be provided.

If your complaint is about a mediator, it is important to note anything that has taken place during a mediation cannot be discussed or reviewed as mediation is a confidential process. Confidentiality of the mediation process would have been explained to you before the undertaking of the mediation. If you were not advised of this please let the COO know.

The other important matter is that the CEO and COO will need to know the outcome or resolution you are seeking. You will be asked to provide this information.

Once information from yourself and the dispute resolution practitioner are provided the matter is then given to the CEO and COO who will examine all the information and provide a response and outcome.

Outcomes

The outcome of your complaint can vary and may include:

- A notification to the dispute resolution practitioner only
- No further action — with an explanation as to why
- Guidance to refer your complaint elsewhere if a different forum is more suitable
- An apology from the dispute resolution practitioner
- An undertaking by the mediator to change parts of their process
- Training or professional counselling for the mediator
- Removal of Resolution Institute Accreditation
- Referral to the Board Complaints Committee

We will maintain regular contact with you and with the dispute resolution practitioner to keep you each informed of progress, to provide any reasonable assistance and, as far as possible, to make sure that you are satisfied with the steps that the Resolution Institute has taken. We will apply a clear internal procedure so that all complaints are addressed in a fair, consistent and timely manner.

Timing

Our process aims to deal with complaints as efficiently as possible. On average this can take between six and eight weeks.

How to contact us

Australia

Suite 602, Level 6
Tower B, Zenith Centre
821—843 Pacific Highway
Chatswood NSW 2067
infoaus@resolution.institute
02 9251 3366 or 1800 651 650
www.resolution.institute

New Zealand

Level 4, Gleneagles Building
69-71 The Terrace
Wellington 6011
infonz@resolution.institute
04 470 0110 or 0800 453 237
www.resolution.institute