# Australian Education Union
## Tasmanian Branch

## Member Complaints Policy

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<tr>
<td><strong>1.</strong> Last Reviewed</td>
<td>14 September 2015</td>
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<tr>
<td><strong>2.</strong> Prepared By</td>
<td>Roz Madsen</td>
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<td><strong>3.</strong> Endorsed By</td>
<td>Branch Executive</td>
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<tr>
<td><strong>4.</strong> File Name</td>
<td><code>u:\aeu business classification scheme\corporate management\corporate documentation\adopted policies\member complaints\2015 09 14.doc</code></td>
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<tr>
<td><strong>5.</strong> Circulation List</td>
<td>AEU Staff, AEU Website</td>
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Background
The Australian Education Union Tasmanian Branch recognises the right of any member or person to complain about their interactions with the Union and its employees as this provides us with an opportunity to:

- better address the needs and concerns of our members; and
- improve the Branch’s relationship with the community and those individuals it works with.

Making a complaint
If a person has a complaint about a Branch service, or staff member, the initial complaint can be made by letter, telephone, email or in person. However, where possible especially if the complaint is to be acted upon formally, the complaint should be made in writing to assist with the provision of clear and complete details in relation to the complaint.

If the complaint is in relation to the State Manager, the Branch President will undertake the entire complaints process.

If submitting a complaint by letter it should be addressed as follows:

<table>
<thead>
<tr>
<th>Post</th>
<th>PO Box 117 North Hobart 7002</th>
<th>Att: State Manager</th>
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<tbody>
<tr>
<td>Email</td>
<td><a href="mailto:statemanager@aeutas.org.au">statemanager@aeutas.org.au</a></td>
<td>Att: State Manager</td>
</tr>
<tr>
<td>In Person</td>
<td>Level 1, 32 Patrick Street</td>
<td>State Manager</td>
</tr>
<tr>
<td></td>
<td>Hobart 7000</td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td>1800 001 313 (outside of Hobart) or (03) 6234 9500</td>
<td>State Manager</td>
</tr>
</tbody>
</table>

Information to support your complaint
Please provide the following information to support your complaint:

- Your name and contact details
- Your AEU member number
- The nature of the complaint, including any date(s) on which the matter occurred and any AEU staff that were involved
- Copies of any supporting evidence or documentation that supports the complaint
- Details of the resolution being sought
- Provision of as much information as possible will assist in the most efficient and effective resolution of the complaint
**Assistance with making a complaint**
If assistance is required to make a complaint, please contact the State Manager and advise the assistance required.

**Acknowledgement of complaints**
The AEU Tasmanian Branch will make every effort to deal with the complaint as quickly as possible. Acknowledgement of the complaint should be as soon as possible and no longer than four (4) business days after the complaint has been received. A response to the complaint should also be within 14 business days and no longer than ninety (90) calendar days.

**Your rights**
The AEU Tasmanian Branch will undertake to keep the complainant informed as to the progress of the response to the complaint. However, the complainant has the right to enquire as to the status of the complaint if the complainant believes the process has been delayed and appropriate updates have not been provided on a timely basis.

**Our response**
Once the review of the complaint has been completed, the Branch will provide a written response. If the Complainant is not satisfied with the response, there is a right to have the response reviewed by a sub-committee of the Branch Executive. This sub-committee consists of three of the AEU Deputy Presidents and the President as the Chair and is convened on an as needs basis. To have the response reviewed, the State Manager must be contacted within 30 calendar days of your the written response being received and advising that a review is being sought. Reasons must be provided as to why the original response was incorrect or deficient. A final decision will be made by the Branch Executive sub-committee within 30 calendar days which will be provided to the complainant in writing.

**External Dispute Resolution**
Depending on the nature of the complaint, there may be external dispute resolution bodies which have jurisdiction to hear the complaint. These may include: Anti-Discrimination Commission (ph: 62334841, email: antidiscrimination@justice.tas.gov.au)

**Continual Improvement**
The AEU Tasmanian Branch respects the right of members and others to lodge complaints and takes the opportunity to review this input to determine if our service and systems can be improved.