

The Australasian Birth Trauma Association Complaints Handling Information Sheet

About this complaints document

At The Australasia Birth Trauma Association Ltd ABN 14 614 751 343 (**ABTA, we, our, us**), we value and respect feedback.

We have prepared this document to allow our customers and clients the opportunity to raise genuine concerns about how we operate and provide services and products. We are committed to continuously improving the way we operate, including the fairness, effectiveness and efficiency of the way we manage complaints. This document provides information about how to make a complaint, how we handle complaints and how you can contact us if you have any further concerns.

We have created an environment in which our clients, directors, employees and volunteers are able to report instances of undesirable, unlawful or unethical conduct without fear of intimidation or reprisal. Our complaints handling information sheet applies to all our directors, employees and volunteers. Other interested parties, such as our auditors and consultants, if they so wish, are also encouraged to raise any concerns they might have with us about any unacceptable conduct.

The aim of ABTA's complaints policy is to monitor and review arrangements employees, clients and other interested parties can use, in confidence, to raise concerns about possible improprieties about any matters, and to review and make recommendations to the Board as appropriate in consultation with the CEO and Company Secretary on the amendments or changes to such policies and arrangements.

We have put arrangements in place to ensure that fair and independent investigation of these matters is undertaken, with appropriate follow-up action as necessary.

Our complaints handling policy is based on the following principles:

- We are committed to seeking and receiving feedback about our services, systems, practices, procedures and products, some of which may come in the form of complaints;
- We handle complaints based on the principles of fairness, accessibility, responsiveness, efficiency and integration into organisational culture;
- We value people raising complaints and concerns from time to time, as a way of continually improving the ABTA's services and work generally;
- People making complaints to the ABTA or about the ABTA will be treated with respect by the ABTA; and
- Complaints will be considered and processed by the ABTA in a timely manner.

How can you make a complaint?

You can contact us using the contact details at the bottom of this information sheet if you have any concerns that you believe need to be raised or made known to us.

We will respond to let you know who will be handling your matter and when you can expect a further response. We may request additional details from you regarding your concern, and we may need to engage or consult with other parties to investigate and deal with your issue. We will keep records of your request and any resolution.

If you are not satisfied with the manner in which we have dealt with your complaint or you have concerns about raising a complaint, you may request that your complaint is raised directly with the Australasian Birth Trauma Association Ltd's board of directors. A member of the board will respond to let you know that they have received your complaint and when you

can expect a further response.

Complaints review

ABTA's Board of Directors receives a regular report of complaints received and resolved from the Chief Executive Officer.

Policy review

From time to time, we may review and update our complaints handling policy. All information will be collected and handled by us in accordance with the most recently updated policy.

How to contact us

If you wish to raise a complaint or have any questions or comments about our complaints handling information sheet or procedures, please don't hesitate to contact us as follows:

Contact: Company Secretary

Address: PO Box 55, Arana Hills, QLD 4054

Email: complaints@birthtrauma.org.au

Phone: 0488 580 535

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