



P052 Administrative Complaints Handling Procedure

1 PURPOSE

The purpose of this procedure is to provide a process for the submission, management and resolution of administrative complaints made in accordance with *P050 – Complaints Handling Policy*.

2 SCOPE

Complaints managed under this procedure include the following matters:

- ACSEP service delivery (including, but not limited to, concerns regarding staff conduct, the quality of a service or its accessibility)
- ACSEP's management of a matter (including, but not limited to, delays, not responding to communications, incorrect or unfair handling of a matter and the reasons for a decision not being clearly provided)
- Policies, processes and their application (including, but not limited to, concerns that a policy or process is unfair, incorrect or inadequately explained).

This procedure does not apply to:

- Applicants seeking reconsideration, review or appeal of a decision made by ACSEP (refer to *P019 – Reconsideration, Review and Appeals Policy*)
- Complaints regarding ACSEP members' clinical or business practices.
- Complaints regarding breaches of policy by ACSEP Members (e.g., *P015 – Code of Ethics and Professional Behaviour*, *P001- Bullying, Discrimination, Harassment and Unacceptable Behaviour Policy*, etc.) (Please refer to *Procedure for the management of formal complaints regarding ACSEP Members*)
- ACSEP staff grievances regarding human resources matters.

3 DEFINITIONS

The following definitions apply for the purpose of this procedure:

Term	Definition
Complaint	An implied or express statement of dissatisfaction made where a response is sought, reasonable to expect or legally required.
Feedback	Comment, criticism or compliment, made directly or indirectly, where a response is not sought, or reasonable to expect.
Complainant	A person, organisation or representative who makes a complaint.
Respondent	A person against whom a matter is raised or a complaint is made.



4 PROCEDURE

4.1 Making a complaint

Complaints can be made to a relevant staff member via telephone, email, online form or post, or using the generic contact details below:

Medium	Contact details
Email	nationaloffice@acsep.org.au
Telephone	+61 3 9654 7672
Online form	https://www.acsep.org.au/page/contact
Post	Suite 5.02, 425 Smith Street, Fitzroy, VIC, 3065, Australia

Complainants should provide as much detail as possible, including the following:

- Name and preferred contact details (optional for anonymous complaints)
- Details of the issue or concern
- Details of any previous attempts to resolve the issue
- The outcome they are seeking
- Any supporting documentation.

Any complaints relating to the conduct or behaviour of an ACSEP Staff member should be made directly to the ACSEP CEO (ceo@acsep.org.au).

4.2 Acknowledging receipt of a complaint

ACSEP staff will aim to acknowledge receipt of a complaint within two business days. Complaints will be assessed and triaged according to urgency, sensitivity and complexity.

4.3 Assessment and management of a complaint

Stage One

For simple, single-issue matters, ACSEP National Office frontline staff will aim to resolve complaints quickly and informally within ten (10) business days of receipt in consultation with their relevant Executive Manager. Where complaints are more effectively dealt with through other processes, staff will refer the complainant to those processes promptly. More complex or sensitive matters, or matters deemed to be high risk to ACSEP, will be automatically escalated to Stage Two.

If the complainant is unsatisfied with the response received by ACSEP at Stage One, they may request to escalate the matter to Stage Two.

Stage Two

Complaints escalated to Stage Two will be reviewed by the Chief Executive Officer (CEO), who will advise on any further investigation or formal inquiries required to resolve the complaint. The CEO will notify the complainant of the expected timeframe to resolve the complaint following their initial assessment, which may be up to eight (8) weeks. If the complaint is regarding the CEO, it will be escalated to the ACSEP President and Chair of the ACSEP Board.



If the complainant remains unsatisfied with the response received by ACSEP at Stage Two, they may choose to escalate the matter to Stage Three.

Stage Three

If the complainant is dissatisfied with ACSEP's response following Stage Two, they may escalate the matter to the Chair of the ACSEP Board. The Board will consider the complaint and engage an external independent review of the case. The outcome of the external independent review will be communicated to all concerned parties by the Chair of the Board and the ACSEP President.

If the matter is within the National Health Practitioner Ombudsman's (NHPO) scope and the complainant remains unsatisfied with ACSEP's management or outcome of their complaint, they may seek external review from the NHPO. Information about making a complaint to the National Health Practitioner Ombudsman may be found on its website at: <https://www.nhpo.gov.au>. The NHPO will advise of timelines for resolving the complaint.

4.5 Possible outcomes of complaints

Complainants are required to provide details of the outcome they are seeking from their complaint at the time of lodging. Possible outcomes of complaints may include:

- Listening to and acknowledging the complainant's experience;
- Facilitating discussion or mediation between the complainant and respondent;
- Issuing an apology;
- Providing a more detailed explanation or reasons for a decision or action;
- Committing to review and improve policies or processes relating to the complaint;
- Correcting records;
- Expediting action;
- Changing or reconsidering a decision (excluding matters managed under *P019 – Reconsideration, Review and Appeals Policy*);
- Any other action deemed appropriate.

At the conclusion of Stage One and Two of the administrative complaints handling process, the complainant will receive written notification of the following:

- ACSEP's response to each aspect of their complaint;
- The reasons for ACSEP's response to each aspect of their complaint;
- The outcome of the complaint, including options for further escalation.

5 KEY RELATED DOCUMENTS

- ACSEP Constitution
- P004 – Privacy Policy
- P012 – Records Management Policy
- P015 – Code of Ethics and Professional Behaviour
- P019 – Reconsideration, Review and Appeals Policy
- P033 – Membership Policy
- P041 – Whistleblower Policy



- P045 – Conflict of Interest Policy
- P050 - Complaints Handling Policy
- P051 - Procedure for the management of formal complaints regarding ACSEP Members

6 NOTES

6.1	Contact Officer	Chief Executive Officer
6.2	Implementation Officer	Chief Executive Officer
6.3	Approval Authority / Authorities	ACSEP Board
6.4	Date Approved	August 2026
6.5	Date of Commencement	August 2026
6.6	Date for Review	July 2029
6.7	Documents superseded by this Policy	P002 – ACSEP Grievance Policy and Procedure
6.8	Amendment History	N/A