

AUSTRALASIAN COLLEGE OF COSMETIC SURGERY AND MEDICINE

COMPLAINTS POLICY

1. INTRODUCTION

The Australasian College of Surgery and Medicine (ACCSM) is committed to promoting the highest standard of patient care, lifelong learning, research, and helping cosmetic surgeons and physicians contribute to the very best health care for patients. From time to time the ACCSM will receive complaints about the educational processes of its training programs and/or the providers of that education.

2. PURPOSE

This policy sets out the circumstances where a general complaint may be made regarding the training program and the process ACCSM will use to seek resolution of that complaint.

3. SCOPE

This policy applies to:

- ACCSM staff and contractors
- Council Members (including the Executive)
- Board of Censor Members
- Deans of the Faculties
- ACCSM Members
 - Associate Members
 - Affiliate Members
- Training practices that have been accredited
- Developers of any educational activity or content
- Speakers at ACCSM conferences and events
- Other stakeholders, including patients and the public.

This policy operates in conjunction with but is separate to:

- The [ACCSM Grievance Policy](#) for grievances in regard to victimisation, bullying or harassment.
- The [ACCSM Reconsideration Review and Appeals Policy](#) for trainees seeking reconsideration, review or appeals regarding individual outcomes or decisions made whilst in the training program; and

- all statutory legal procedures operating in each state and territory.

4. TYPES OF COMPLAINTS

Individuals or organisations may make a complaint regarding any matter they have experienced, or they believe breaches ACCSM Policy or regulatory requirements. The complaint may relate to a specific personal experience, or a wider systemic issue.

5. SUBMITTING A COMPLAINT

Complaints must be submitted in writing to the ACCSM General Manager at admin@acasm.org.au. Complainants should indicate the nature of the complaint, provide any relevant evidence, and indicate if the complaint is to be handled with special sensitivity/confidentially.

The College will acknowledge receipt of the complaint within one week.

6. MANAGING COMPLAINTS

6.1 HANDLING COMPLAINTS

The ACCSM General Manager is responsible for assessing and deciding the outcome of all complaints. In considering how a complaint is to be handled, the General Manager may consider:

- the nature of the complaint (e.g. whether it is personal or systemic);
- any evidence required to substantiate the complaint;
- the severity and sensitivity of the complaint, including impacts on various stakeholders;
- fairness and respect for all parties; and
- options to redress the complaint, if required.

In doing so, the General Manager may consult with any other party to assist with determining the facts of the matter, and an appropriate response.

6.2 RESOLVING COMPLAINTS

The ACCSM General Manager has absolute discretion to decide an outcome for a complaint under the scope of this Policy (refer section 3). Once a decision is made, the General Manger will:

- communicate the outcome to the complainant;
- take any appropriate action to address the matter of the complaint;
- ensure appropriate record keeping of the complaint, investigation and outcome.

7. CONTACT

For further information and advice about this policy please contact the ACCSM office.

admin@accsm.org.au

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