

AMT internal complaints policy

Introduction

The Association of Massage Therapists (AMT) holds itself to the highest standards of professionalism and ethical conduct. AMT staff and Directors are required to uphold the [AMT Code of Ethics](#) and the [AMT Code of Practice](#), and to embody AMT values. AMT Directors are also required to uphold the [AMT Director Code of Conduct](#).

This policy outlines a transparent and equitable process for addressing complaints against AMT staff and Directors, ensuring prompt, confidential, and fair resolution.

Scope

This policy applies to all AMT Staff and Directors, addressing conduct that is below expected standards of professionalism and ethics, and/or breaches of policies.

Principles

- **Confidentiality:** Complaints will be treated with utmost confidentiality to protect privacy and dignity.
- **Impartiality:** Investigations will be conducted without bias, ensuring objectivity.
- **Transparency:** The process will be transparent while respecting confidentiality.
- **Fairness and equity:** Complaints will be assessed on their merits, ensuring fairness.
- **Timeliness:** Complaints will be resolved promptly.

How to make a complaint

Complaints must be submitted in writing to complaints@amt.org.au within one month of the incident if possible, or as soon as possible after becoming aware of it.

The complaint should detail the nature of the grievance, the parties involved, and any evidence supporting the complaint. Please indicate in this initial email if you wish to remain anonymous.

This email will only be accessed by two people:

1. The Complaints Officer (Company Secretary)
2. In the event of the Complaints Officer being on leave, the Executive Officer will monitor incoming complaints.

If the complaint is about the Company Secretary or the Executive Officer, the person making the complaint should instead send the complaint to the Board of AMT via boardroom@amt.org.au. Emails sent to this distribution list are received by every Director of AMT. The Chairperson of the Board is responsible for ensuring a timely response to the complaint.

The people currently in those roles can be found on the AMT website [here](#).

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Process for handling internal complaints

Once your complaint has been received, AMT will take the following steps:

- **Acknowledgement:** The Complaints Officer (Company Secretary) will acknowledge receipt of the complaint within one week.
- **Assessment and investigation:** A preliminary assessment will be conducted, and an investigation committee formed if required, consisting of impartial Directors and senior staff not named or involved in the complaint. The Committee will assess the complaint with respect to AMT values, standards, policies and codes. The AMT Board will ensure that a proper and fair investigation has taken place and determine whether the complaint is upheld. Directors with a conflict of interest will be required to recuse themselves from this process.
- **Resolution and actions:** All parties involved in the complaint will be informed of the outcome in writing. Based on the findings and recommendations of the investigation committee, appropriate actions will be decided. This may include:
 - apologising for the impact of the breach of standards.
 - counselling or performance management of the AMT staff or Director involved.
 - formal warning to the AMT staff or Director involved.
 - dismissal of the AMT Staff or Director in the case of serious breaches.
 - recommending other official channels for the complaint.
 - identifying training or professional development that addresses the substance of the breach.
 - mediation or restorative justice processes.
 - explanation of why a complaint does not go further.
- **Timing:** Complaints will be finalised within 4 weeks of acknowledgement, with updates to the timeline provided if delays are anticipated due to the complexity of the matter or other unforeseen circumstances.
- **Appeals:** If any party is dissatisfied with the outcome, they can file an appeal to the AMT Board, outlining the basis for the appeal. The Board will review the appeal and make a final decision, which will be communicated to all parties involved.
- **Documentation:** All documentation and evidence related to the complaint will be securely filed and stored.

Complaints that will not be investigated

AMT will not investigate unsubstantiated, anonymous complaints, informal complaints, or complaints deemed frivolous, vexatious, or not made in good faith.

Review and amendments

This policy will undergo periodic review to ensure effectiveness and fairness. It may also be amended to reflect changes in legal requirements or Association standards.

Effective date

Approved by the AMT Board of Directors, effective 20 November 2024.