

# AMT Complaints Policy

**AMT members are required to uphold the AMT Code of Ethics and Code of Practice. They may also be subject to state-based Codes of Conduct such as the NSW Unregistered Health Practitioners Code of Conduct, which is overseen by the Health Care Complaints Commission.**

**If you have concerns about the conduct of an AMT member, you should register those concerns with AMT. The AMT Discipline Committee has a responsibility to review the conduct of members and recommend an appropriate course of action to the AMT Board.**

## **How to make a formal complaint**

If you want to make a formal complaint about an AMT member, you must do so in writing to the Company Secretary via email [Katie.Snell@amt.org.au](mailto:Katie.Snell@amt.org.au)

In your letter, you will need to:

- Identify yourself (name and address);
- Identify the practitioner, the date and the location that the event referred to in the complaint took place
- Explain what you are complaining about, giving as much detail as possible.

## **Timing**

You will need to send your complaint within six weeks of the event. AMT may (but does not have to) investigate complaints received after this time.

## **Complaints which will not be investigated**

AMT is not required to investigate anonymous complaints, informal complaints or complaints which are frivolous, vexatious or not made in good faith. AMT members affected by such vexatious or frivolous complaints may choose to take independent legal action against the complainant in these circumstances.

## **How formal complaints are investigated**

- The AMT Discipline Committee investigates all formal complaints and makes specific recommendations to the AMT Board on required disciplinary action.
- The AMT Board is responsible for ensuring a proper and fair investigation, and determining whether the complaint is upheld or not.
- The Discipline Committee responds to complaints and manages enquiries and issues about complaint-handling procedures.

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### What happens once AMT receives your complaint

AMT will send you a letter:

- Acknowledging receipt of your complaint
- Informing you that AMT will investigate the matter
- Providing an estimated timeframe for the complaint to be responded to
- Advising you about your rights if you are not satisfied with AMT's response.

### If your complaint is upheld

If a formal complaint is upheld, AMT may take action that includes:

- Acknowledging that a breach has occurred
- Apologising for the impact of the breach
- Formal counselling of the AMT member involved
- Suspending the AMT member involved
- Recommending other official channels for complaint and legal action such as the Health Complaint Entities or the police.

### Other avenues of complaint

Each State and Territory has its own Health Complaint Entity / Commissioner with independent legal authority to investigate consumer complaints against healthcare practitioners, including massage therapists.

The following is a list of Health Complaints Entities/Commissioners in each State and Territory.

#### ACT

The ACT Human Rights Commission

<http://www.hrc.act.gov.au/health/>

T: 02 6205 2222

#### NSW

The Health Care Complaints Commission

<http://www.hccc.nsw.gov.au/>

T: 02 9219 7444

1800 043 159

#### Northern Territory

Health and Community Services Complaints Commission

<http://www.hcsc.nt.gov.au/>

T: 08 8999 1969

1800 004 474

#### Queensland

Office of the Health Ombudsman

<http://www.oho.qld.gov.au>

T: 133 646

#### South Australia

Health and Community Services Complaints Commissioner

<http://www.hcsc.sa.gov.au/making-a-complaint/>

T: 08 8226 8666

1800 232 007

## **amt complaints policy**

### **Tasmania**

Health Complaints Commissioner  
<http://www.healthcomplaints.tas.gov.au/>  
T: 1800 001 170

### **Victoria**

Office of the Health Services Commissioner  
<https://hcc.vic.gov.au/>  
T: 03 8601 5200  
1800 136 066

### **Western Australia**

Health and Disability Services Complaints Office  
<https://www.hadsco.wa.gov.au/home/>  
T: 08 6551 7600  
1800 813 583