



AUSTRALIAN KINESIOLOGY ASSOCIATION INC.

Administration Office ABN: 31 074 034 709

P.O. Box 233 Kerrimuir, Melbourne, Vic, 3129 Australia. E-mail: aka@akakinesiology.org.au

Ph: 1300 780 381 Fax:1300 780 361

Public Complaints

In October 1997 the National Committee adopted a new procedure for handling complaints from the public.

The AKA does not employ staff at national level to handle complaints; complaints will be addressed by AKA Branches, which will use guidelines and procedures outlined below.

The AKA cannot make decisions in civil matters – this needs to be resolved by appropriate court action.

Procedure to initiate a complaint

Persons considering making a complaint are advised to speak with the Complaint Officer in the AKA Branch in their state, who will describe the processes involved.

Persons who wish to make a complaint may do so by completing a Complaint Form.

Complaint Forms must be fully filled in and signed in order for the AKA to take action. A copy of the complaint will be given to the Practitioner involved. Verbal complaints cannot be actioned or recorded.

Complaints Forms

Complaint Forms are available from the Complaint Officer in the AKA Branch in each state, and from the AKA office in Melbourne:

Address:	P.O. Box 233 Kerrimuir, VIC 3219
Telephone:	1300 780 381
Fax:	1300 780 361
E-mail	aka@akakinesiology.org.au
Website	www.akakinesiology.org.au tab 'downloads'

Complaint Form may be sent to the AKA Office in Melbourne, or submitted to the closest Branch of the AKA.

The Complaint Form is based on the Victorian Health Commission Complaint Form.

Procedures for Handling Complaints

A Complaint Officer and a Hearing Committee will handle all aspects of the complaint and attempt to resolve the matter. If recommendations are to be made concerning the practitioner involved, then these are to be referred to the National Committee for its consideration and decision.



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Complaint Officer Role

- Informing the public and practitioners, about the procedures to be used.
- Clarifying and resolving issues at every stage, where possible.
- Remaining impartial.
- Documenting all matters thoroughly.
- Encourage the persons involved to seek wider information and support as appropriate.
- Updating the AKA Central register of Complaints.

Complaint Officer Duties

- Receive telephone calls, letters etc., from the public and complainants.
- Recommend the person makes a written and signed complaint, otherwise the AKA cannot act.
- Write to complainant to acknowledge receipt of complaint, and outline procedure to be used, and confidentiality matters. Inform the National Committee of the receipt of a written complaint.
- Inform the practitioner in writing, together with a copy of the complaint.
- Document all information gathered and refer it to the Hearing Committee. Forward record of enquiries and written complaints to the Central Register of Complaints.
- Attend the hearing and remain impartial. The Complaint Officer is not part of the decision making process.
- Forward the Hearing Committee outcomes and recommendations to the National Committee.

Guidelines for Complaints Officers

- Receive telephone calls, letters etc from the public and from complainants.
- Recommend that a person makes a written and signed complaint, otherwise the AKA can not act.
- Forward record (date of receipt, name and nature of the complaint/enquiry) of all enquiries and written complaints to the Central AKA Register of Complaints. Advise own Branch President of receipt of written complaint.
- Write a letter to complainant acknowledging receipt of the complaint letter and the procedure to be used (including that the complainant's letter is being forwarded to the practitioner concerned), AKA confidentiality statement and AKA privacy statement. If necessary, request the complainant's telephone number.
- Call the complainant to go over the contents of the above letter. Remain open, impartial, and supportive during the call. Reassure that the matter is treated confidentially. Ascertain availability to attend a Hearing Committee meeting.
- Telephone the practitioner named in the complaint and inform of the receipt of complaint and that a copy of the complaint will be sent to them. Inform about the procedure to be used and AKA confidentiality statement and AKA privacy statement. Remain open, impartial, and supportive during the call. Ascertain availability to attend a Hearing Committee meeting.
- Contact the members of the Hearing Committee, decide on a date for the hearings and send copy of complaint letter.
- Advise date and times of hearings to all those involved.
- Document all matters thoroughly. Send copy of Complaint to Hearing Committee members. Advise the National Committee Chairperson and own Branch Chair / President that a complaint is in progress.



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- Attend the hearing(s) and remain impartial. Take summary notes as well as minutes of all the hearing meetings. The summary is to contain all points agreed and disagreed during the meeting and may be signed by all involved parties before leaving. If agreed to by all parties, a recording of the meeting may be made and retained by the Complaints Officer to eliminate any disagreement of what was said and was not said during the course of the meeting.
- At the completion of the hearings, write to the complainant and practitioner to confirm outcome(s). Inform the National Committee Chairperson and own Branch President of whether an outcome was achieved from the Hearing process. Forward the Hearing Committee's outcome(s) to the National Committee Chairperson.
- On completion of the Complaint, documentation is to be sealed and forwarded to the AKA office for confidential, secure archiving.

The Hearing Committee Role

- Resolution of issues where possible, at every step of the proceedings.
- Make recommendations and resolutions.
- Make a report to the Branch and to the National Committee.
- If no resolution is possible, it will advise all parties of this.

The Hearing Committee Duties

- Review all information from complaints officer.
- Attend hearing(s) to speak with complainant, and with practitioner, to confirm information and documentation. It is not necessary for both complainant and practitioner to be present at same Hearing Committee meeting.
- Seek other relevant information as needed. Use documents such as AKA Code of Ethics, Code of Practice, and any guidelines provided by kinesiology modalities.
- Make recommendations or resolutions that are acceptable to both parties.
- Inform the National Committee of the outcome(s).

NOTE: The AKA cannot make decisions in civil matters – these need to be resolved by appropriate court action.



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COMPLAINT FORM

Have you contacted this AKA Ethics Board before, regarding this complaint? YES / NO
Or regarding another complaint? (please circle) YES / NO

If YES, please state the date of contact

Name of Board Member you spoke to

Name of Kinesiology Client.....

Address

Telephone: HomeBusiness

Name of Complainant

(If different to Client)

Address

Telephone: HomeBusiness

Name of Kinesiology Practitioner

Speciality service

Address

Telephone: HomeBusiness

Date(s) of service provided

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Have you needed additional treatment? Another Practitioner?

If so, please provide details

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Have you contacted the Practitioner to discuss and try to resolve your complaint?

YES / NO If YES, what occurred during this discussion?.....

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Summary of your Complaint

This space allows for a brief summary of what your complaint is about. We suggest that you attach a detailed letter, setting out in chronological order the events, together with any relevant and helpful information.

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Is it more than 12 months since the service was provided? YES / NO

If so, you will need to give reasons why you delayed this complaint.(You may have been having additional treatment, if this is so, please let us know.)

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What is your expected outcome of this complaint?

(Think about this carefully, so that we can advise you as to whether this is the most appropriate way to resolve this issue, or if there are other avenues available.)

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Have you complained to another Complaints Board on this issue? YES / NO

If so, please provide details and date.(Solicitor, Ombudsman, Department of Fair Trading etc.)

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Signature of Complainant

Date

This is a true and accurate account of events regarding this complaint.



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AUTHORITY TO COMPLAIN

This section is only to be completed in the event of the client being unable to complain.

e.g. Elderly resident in Nursing Home, or they want to appoint another person to represent them. The complainant will need to sign this section of the Complaint Form giving their consent to the complaint being lodged.

I /We

hereby appoint

as my representative in lodging a complaint on my behalf against

.....

Signature of Complainant **Date**

AUTHORITY FOR ACCESS TO RECORDS

To whom it may concern

I,.....give permission for the Ethics Board of
The Australian Kinesiology Association to forward to my Practitioner a copy of my complaint
and to have access to my records.

.....

Signature of Complainant **Date**

**THIS COMPLAINT WILL BE CLOSED
IF WE HAVE NOT HAD IT CONFIRMED
IN WRITING WITHIN TWO WEEKS**