



**ARBN: 679 434 649**

# **DTAA GRIEVANCES PROCESS**

If the Grievance Committee has determined that it is appropriate for DTAA to proceed with a Grievance initiated by the Person who has lodged a Grievance, the following process will occur;

1. The DTAA Member is advised of the Grievance by the Convenor of Grievance Committee (verbally and in writing) and is sent the relevant sections of the DTAA Grievance Form, which contains details of the Grievance according to the Code of Ethics and Standards of Professional Conduct and the outcomes that would help to resolve the Grievance. The Member is advised in writing that a response to this Grievance is to be provided within twenty (20) working days and that the Member may consult a Grievance Process Person throughout the Grievance Process.
2. As a DTAA Member, the Member will be able to access support from another DTAA member (Grievance Process Person) who is independent of the process. Contact with a Grievance Process Person will be offered via the Grievance Committee Convenor.
3. Conflict of Interest inquiries are sent via email to all Grievance Committee members by the Convenor of the Grievance Committee for return within five (5) working days.
4. Details of the Grievance Committee members are communicated to the Person who has lodged Grievance and the DTAA Member by email, with a request for confirmation of receipt of this information within five (5) working days. If no reply is forthcoming from one or both parties, the Convenor of the Grievance Committee will contact the non-replying party or parties by phone to confirm receipt. If no response is received, the Grievance will proceed.
5. The documentation regarding the Grievance supplied to DTAA by the Person who has lodged the Grievance and the DTAA Member is submitted to the Grievance Committee.
6. The Member's response to the Grievance is only intended for the Grievance Committee. In addition to the Grievance Committee members, the response to the Grievance is only seen by the Convenor of the Grievance Committee. The Member's response to the Grievance is drafted for professional peers and may have the potential, if misinterpreted, to create additional harm to the Person who has lodged the Grievance. It is therefore not communicated to the Person who has lodged the Grievance. However, the Grievance Committee will, within fifteen (15) working days, provide a summary of the Member's response to the Grievance (as well as any relevant further documents) to the Person who has lodged the Grievance, via the Grievance Delegate. Should the Person who has lodged a Grievance request to see the DTAA Member's response, the decision to do so will be at the discretion of the Convenor of the Grievance Committee.
7. Upon receiving the Grievance Committee's summary of the Member's response, the person who has lodged the Grievance will be given a further ten (10) working days to reply to any of the matters raise in the summary and provide further evidence in support of that reply. No new allegations can be raised at this stage.
8. At the end of this period of time, DTAA Grievance Delegate informs the Person who has lodged the Grievance and the Member that it is considered that all documents have been received and that the Grievance Committee is now instructed to investigate the Grievance and draft their reports within thirty (30) working days. No other documentation can be provided by the parties once the investigation has started, except where there is a specific requirement for additional information by the Convenor of Grievance Committee.
9. The Grievance Committee will consider the Grievance against the entire relevant Code of Ethics and Standards of Professional Conduct. Should the Grievance Committee identify further breaches

than the Person who has lodged the Grievance has provided on the Grievance Form, this information will be conveyed to both parties. The DTAA Member will be given an additional ten (10) working days to respond.

10. If 9. Is enacted, the Grievance Committee will be given an additional twenty (20) working days to consider the new information supplied by the DTAA Member before their final report is submitted.
11. The Report, composed of the Findings Report with its recommendations and the Grievance Committee Report destined solely for the Grievance Committee, is submitted to the DTAA Board via the Grievance Delegate. The DTAA Board will receive the Grievance Committee Report and review the Findings Report within twenty (20) working days.
12. If the DTAA Board has any concerns about the findings and recommendations not being appropriate or complete or has concerns about the way the report has been prepared, it may decide not to approve the Report.
13. If the Report is not approved, the DTAA Board may require the Grievance Committee to re-draft the Report with input from the DTAA Board. This is to be completed within a further ten (10) working days.
14. Once approved by the DTAA Board, the Findings Report is sent by email to the Person who has lodged the Grievance and the DTAA Member by the DTAA Grievance Delegate with a request for confirmation of receipt. If no receipt is received a hard copy of the Findings Report will be sent by ordinary mail. The Person who has lodged the Grievance and the DTAA Member will have twenty (20) working days, from the date the Report is sent, to lodge an Appeal. ( See Section 7 )
15. The DTAA Grievance Delegate will monitor compliance with the sanctions required and report all outcomes and processes to the DTAA Grievance Committee and the Committee will determine if further sanctions are required.

