

massage australia complaints policy

Massage Australia members are required to abide by the Massage Australia Code of Conduct, which identifies a certain standard of conduct required by all members.

Members are also subject to the NSW Health, Unregistered Health Practitioners Code of Conduct. Complaints about unregistered health practitioners (Massage Therapists) can be made to the Health Care Complaints Commission.

If you have concerns about the conduct of a member, please register your concerns in writing to Massage Australia. Massage Australia has a disciplinary committee that is responsible for the review of all complaints made, against its members of the organisation. Upon review the committing will recommend an appropriate resolution.

If a complaint is made that is outside the responsibility of the organisation and is governed by law, the appropriate authorities should be notified as soon as possible. If Massage Australia feels that any complaints are of legal matter, authorities will be notified immediately.

BRIEF OUTLINE OF COMPLAINTS PROCESS

To begin a formal inquiry into your complaint, please:

1. Complete the Complaints Submission Form. A completed form is necessary to initiate a full investigation into your complaint.
2. Forward the completed submission form to the Massage Australia office.

Upon receiving the forms, Massage Australia will:

1. Contact the massage practitioner in question and provide them with a summary of the complaint.
2. Contact those individuals who may have information relevant to the complaint.
3. Review all information. Further communication with the parties involved may be
4. Inform the complainant and massage practitioner in writing of the results of the review.

HOW TO MAKE A FORMAL COMPLAINT

Please complete the Massage Australia Complaints Submission Form available on the Massage Australia website. If you require assistance please contact our office.

HOW COMPLAINTS ARE INVESTIGATED

The Massage Australia Disciplinary Committee investigates all formal complaints. The committee is responsible for ensuring a proper and fair investigation and will determine the result.

Note: The "Disciplinary Committee" is the panel constituted to handle matters of complaint or discipline for Massage Australia. This committee is comprised of the CEO, Directors and elected staff or other members as appointed by the CEO.

COMPLAINTS PROCESS

Once a formal complaint is received by Massage Australia you will receive a letter of notification, acknowledging that your letter has been received. The member will be notified of the complaint against them. The complaint will be investigated, with consultation between all parties involved.

Massage Australia will take appropriate action according to the conclusion of the matter. This may involve suspension of a member's membership and or involvement of official parties.