

## **Complaints Handling Procedure**

Australasian Reporting Awards (ARA) is committed to an accessible and equitable feedback and complaints handling process where we work together to achieve a positive, equitable outcome and where all parties involved are treated with dignity and respect in accordance with the ARA Code of Conduct and the principles of natural justice.

### **How do I make a complaint?**

1. You can phone us on 61 430 051 684
2. Send us an email at [ara@arawards.com.au](mailto:ara@arawards.com.au). Mark complaints 'Confidential'
3. Fill out the online form at [About the Australasian Reporting Awards — Australasian Reporting Awards \(arawards.com.au\)](https://arawards.com.au/about-the-australasian-reporting-awards)

### **What should be included in a complaint**

Complaints made under the ARA Code of Conduct should:

- Include the complainant's name and contact details
- Set out the basis of the complaint, including the date and time of the incident(s) leading to the complaint
- Outline which aspects of the Code of Conduct you believe have been breached
- Outline the outcome that you are seeking
- Include all available supporting information.

The complainant will be asked to provide any information that was not submitted. Any complaints that cannot meet the above criteria may be dismissed. The ARA will acknowledge receipt of all complaints.

### **How will a complaint be dealt with?**

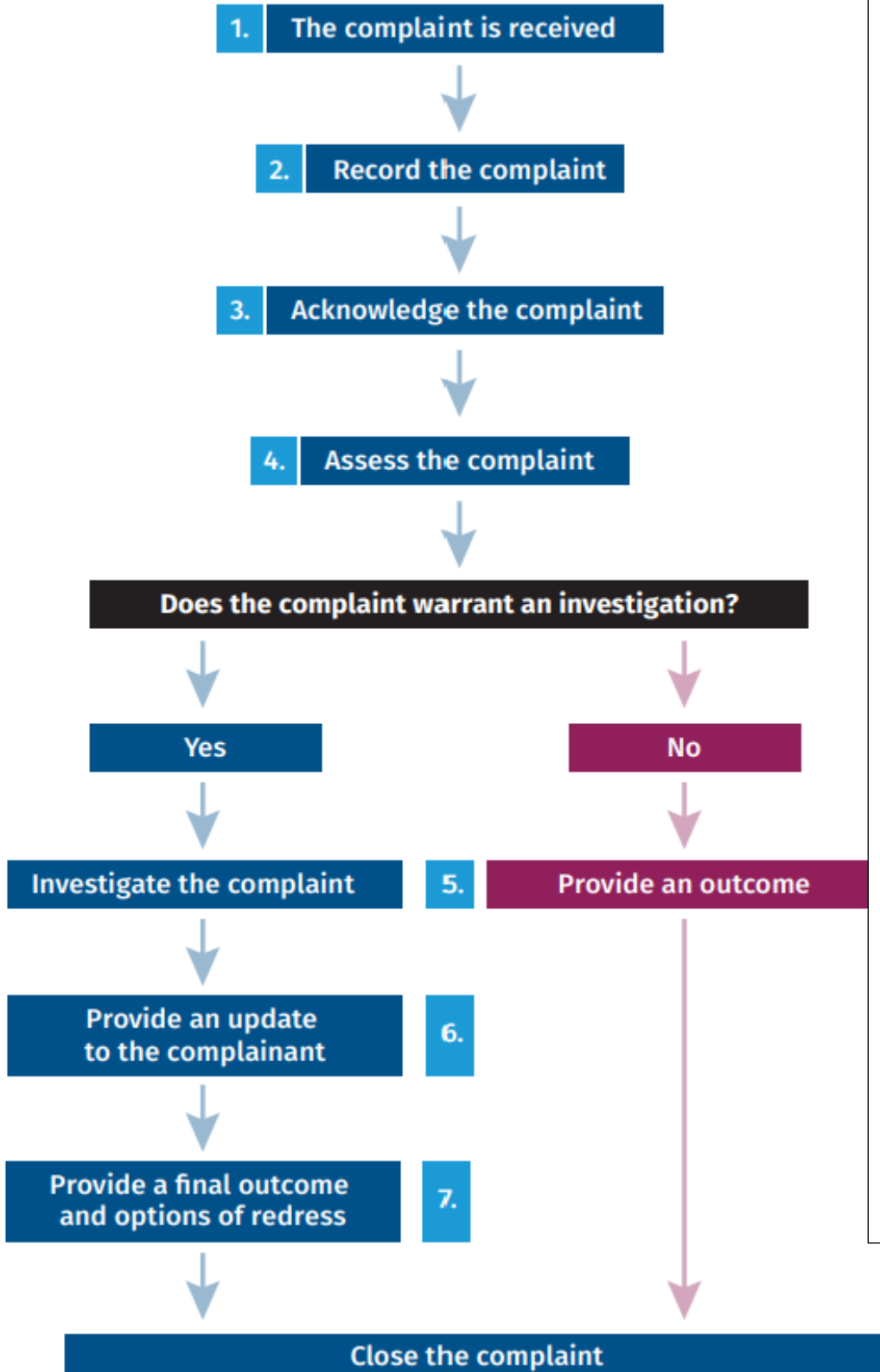
- ARA has chosen to adopt the complaints handling process promoted by the Office of the NSW Ombudsman<sup>1</sup> (refer to Appendix 1).
- Any person(s) about whom a complaint has been made will be informed, provided with the details of the complaint and given the opportunity to respond.
- The ARA Board will deal with all complaints on a confidential basis with the objectives of being, fair, consistent and timely.
- The ARA Board will determine any actions to be taken to resolve matters raised.

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<sup>1</sup> [Complaint handling process for agencies - NSW Ombudsman](#) accessed 13 April 2022

## Appendix One

### Complaint Handling Process



#### Timeframe

Steps 1 – 4

Within 7 days

If an Investigation **is** warranted:

Within a further 3 weeks

If an Investigation is **not** warranted:

Within a further 7 days