



Royal Australasian College
of Dental Surgeons
Let knowledge conquer disease

ADMINISTRATION COMPLAINTS POLICY

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Document Information

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Purpose

This policy outlines the process for lodging and addressing complaints related to the administration of the Royal Australasian College of Dental Surgeons (RACDS) or its programs.

Background

The RACDS is committed to delivering high quality services and welcomes feedback and complaints about its services and performance as a means of monitoring and improving service delivery to members, as well as enhancing organisational effectiveness and efficiency. The RACDS strives to manage feedback and complaints received in a transparent, timely, culturally safe, and fair manner.

Definitions

RACDS / the College	the Royal Australasian College of Dental Surgeons
complainant	An individual raising a concern or complaint
Senior Management Team	A College staff member in a leadership position who report directly to the CEO
concern	An initial notification raised by an individual to express dissatisfaction with an administrative process, communication or responsiveness

Policy Statement

1. SCOPE

This policy applies to all stakeholders, including members, candidates, employees, and external parties who have concerns regarding the RACDS' administrative practices or program delivery.

The following complaints are handled under alternate mechanisms and policies:

- 1.1 Complaints in relation to RACDS examinations and assessments are handled under the *Reconsideration, Review and Appeals Policy*.
- 1.2 Complaints in relation to the of conduct of a member of the RACDS are handled under the *Complaints Policy* and in certain circumstances, the *Bullying, Harassment and Discrimination Policy*.

2. DEFINITION OF A COMPLAINT

A complaint is an expression of dissatisfaction with the RACDS' administrative processes through the delivery of its programs. It may pertain to issues such as communication, procedures or responsiveness.

3. COMPLAINT HANDLING PRINCIPLES

All administrative complaints received by the RACDS will be handled following these basic principles:

- 3.1 Fairness: All complaints will be treated impartially and without bias.
- 3.2 Confidentiality: Information related to the complaint will be kept confidential, to the extent possible and permitted by law.
- 3.3 Transparency: Clear communication will be maintained throughout the complaint resolution process.
- 3.4 Timeliness: Efforts will be made to resolve complaints in a timely manner, keeping complainants informed of progress.

The RACDS is committed to addressing legitimate administrative complaints, arising from concerns related to organisational processes. It may not however be able to cater to all personal preferences that reflect individual subjective choices or likings.

4. RAISING A CONCERN

Concerns should be initially addressed directly with the staff member involved in the issue being raised. Where possible, the RACDS aims to resolve concerns at first contact. RACDS staff will attempt to resolve concerns raised promptly and professionally.

When resolution of a concern is not possible, or sufficiently to the satisfaction of the individual raising the issue, the RACDS will request that a complaint be made in writing. The RACDS will acknowledge receipt of a complaint and notify the complainant of the timeframe for providing a response, noting that in some cases no further action will be taken. The complainant will be notified of the outcome, regardless of whether further action will be taken or not.

5. ESCALATION

If the complainant is not satisfied with the resolution provided in the notification of the outcome, they may request the escalation of the complaint to the Senior Management Team.

The Senior Management Team will:

- 5.1 Conduct an impartial review of the complaint.
- 5.2 Propose a resolution, which may include corrective actions or improvements to prevent future occurrences.
- 5.3 Communicate the proposed resolution to the complainant, noting that in some cases no further action will be taken.

If the complainant remains dissatisfied, they may request a review by the Chief Executive Officer (CEO). Having considered the complaint, including any proposed remedy, the CEO will advise the complainant of the outcome, including where no further action will be taken.

6. DOCUMENTATION AND REPORTING

All complaints, their resolutions, and related actions will be documented and maintained in a confidential register. Periodic reports on complaint trends and resolutions will be presented to the CEO and available to the RACDS Board.