

Helping you if you have a complaint

Our commitment

ACHPER Victoria's purpose is to enable all people to lead active and healthy lives. In support of this purpose it provides resources and services to a broad range of consumers.

We understand that from time-to-time, members or consumers may express dissatisfaction with our resources, services or the way ACHPER Victoria, its board or its employees have acted. We welcome all constructive feedback.

We are committed to dealing with any complaints received fairly, consistently and promptly utilising an AS10002: 2022 complaints handling framework.

How you can lodge a complaint

Members or consumers can raise concerns or complaints about the organisation's services or resources by contacting the organisation either by phone, email or letter.

Complaints can be addressed to the CEO and lodged as follows:

Phone: 03 9274 8900

Email: info@activeeducationaustralia.edu.au

Mail: PO Box 412, Melbourne, Victoria, 3001

Ideally complaints will include the following information:

- complainants name;
- preferred means of contact (e.g. by phone or email);
- the subject matter of the complaint;
- the desired resolution of the complaint.

How we deal with your concern or complaint

ACHPER Victoria aims to resolve complaints as quickly as possible. If we cannot resolve the complaint immediately, we will acknowledge receipt within 24 hours or as soon as practicable and resolve it as quickly as we can.

ACHPER Victoria acknowledges there may be circumstances whereby a person may require assistance with lodging a complaint. We are committed to ensuring our complaints process is accessible to all members and consumers and will work with a complainant to discuss their complaint via their preferred method of communication where possible.

For complaints lodged by third party representatives on a complainant's behalf, ACHPER Victoria may require they provide documentation authorising complainant's representative to deal with ACHPER Victoria, depending on the nature of the complaint.

ACHPER Victoria will investigate the complaint thoroughly to determine the details and cause of the complaint. Should any additional information be required to ascertain more facts surrounding the complaint, we will contact the complainant using the contact details provided.

The CEO will:

- aim to resolve the complaint as quickly as possible;
- if the matter is not resolvable immediately:
 - CEO will acknowledge receipt of the complaint within 24 hours or as soon as practicable;
 - CEO will provide a response to the complaint as quickly as possible and within 30 days;
 - If further investigation is required as the situation is particularly complex or there are circumstances beyond our control, CEO must notify the complainant the reasons for the delay.

What to do if you are not satisfied with our response

If a complaint has been made and we have not provided a response within 30 days, or if you are not satisfied with the outcome, please contact Consumer Affairs Victoria (<https://www.consumer.vic.gov.au/>) to progress your concerns further.