

IRCA MEMBERSHIP COMPLAINTS AND DISPUTE POLICY



1. Purpose

The purpose of the IRCA Membership Complaints and Dispute Policy is to set out how member complaints and disputes will be investigated and dealt with.

2. Application

The Membership Complaints and Dispute Policy applies to membership:

- Participation in governance actions and provisions.
- Participation in meetings, workshops, Festivals, seminars, conferences, delegations, committees.
- Use of and access to IRCA provided membership benefits and resources.
- Engagement with IRCA staff and contractors, and
- Any other activities and communications where a Member has direct dealings with IRCA or formally represents IRCA.

3. Principles

- To resolve issues.
- To treat a complaint or dispute with privacy as relevant to the nature of the complaint and:
 - Consistent with the wishes of the member making the complaint or notifying a dispute.
 - Consistent with the rights of an IRCA member, staff member or contractor against whom a complaint has been made or with whom a dispute has been notified.
- To enable IRCA to learn from any mistakes.
- To enable IRCA to improve its operation and services.
- To support effective professional relationships between members.
- To support effective professional relationships between IRCA and its members.

4. Complaints of members in relation to IRCA

- Members complaints are to be emailed to the IRCA Assistant Manager, clearly stating the nature of the complaint, providing any evidence that is available. The Assistant Manager can be contacted at asstmgr@irca.net.au. The Assistant Manager will acknowledge receipt of the complaint within five working days of it being received. The Assistant Manager will need a little time to investigate the matters which are raised but usually the member will receive a reply within two weeks.
- If, having received a reply from the Assistant Manager, the member is not satisfied the member should write to the General Manager of IRCA. The IRCA General Manager can be contacted at manager@irca.net.au. The General Manager will acknowledge receipt of the complaint within five working days. The General Manager will then investigate the complaint and will reach a decision on action to be taken, usually within two weeks. The General Manager will write to the member and about the outcome of the decision. The decision of the General Manager is final.
- The General Manager will also report all complaints to IRCA's Board of Directors. The members of the Board of Directors will review all complaints and oversee the actions that are needed. All Directors will receive this information at the next Board meeting.
- If the complaint is in regards to management, a member can write to the IRCA Chairperson clearly stating the nature of the complaint, providing any evidence that is available. The Chairperson can be contacted at via chair@irca.net.au. The Chairperson will acknowledge receipt of the complaint within five working days. The Chairperson will then investigate the complaint and consider the matter at the next Board meeting. The Chairperson will write to the member and let the member know of the decision, usually within two weeks after the Board meeting has taken place.
- There is no right of appeal against decisions taken by the Board of Directors.
- If at any stage the complaint is upheld IRCA will apologise and provide an explanation. IRCA will also provide an assurance that the same thing will not happen again and take action to put things right.

5. Dispute resolution between members

The resolution of disputes between members is set out in Clause 12 of the IRCA Constitution, and this shall be the guiding response. Clause 12 sets out the following:

12 DISPUTE RESOLUTION

- 12.1 If a dispute arises, the parties must first try to resolve it themselves.
- 12.2 If the dispute is not resolved within 10 business days, any party may give a dispute notice to the other parties.
- 12.3 The dispute notice must be in writing and must say what the dispute is about. It must be given to the Corporation.
- 12.4 The Board or any of the dispute parties may ask the Registrar and/or another qualified person for an opinion.
- 12.5 The Board may, by resolution, appoint a mediator to assist in resolving the dispute.
- 12.6 The Board must help the parties resolve the dispute within 20 business days after the Corporation receives the notice of dispute.
- 12.7 If the Board cannot resolve the dispute, it must be put to the members to resolve at a general meeting.

6. Other relevant Membership policies

- IRCA Membership Code of Conduct.
- IRCA Membership Copyright Policy.
- IRCA Membership Diversity Policy.
- IRCA Membership Health and Safety Policy.
- IRCA Membership Indigenous Cultural and Intellectual Property Policy.
- IRCA Membership Privacy Policy.

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