

PMRC (AUSTRALIA) INCORPORATED

COMPLAINT MANAGEMENT

Complaints are an important part of accepting feedback and creating a safe environment for participants, customers, employees and volunteers and as such are welcomed by the organisation. In accordance with AS ISO 10002-2006, a complaint under this Policy is defined as:

An expression of dissatisfaction made to an organization, related to its products, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

In developing this policy, PMRC (Australia) has done so in a manner reflecting the different distinct nature of its different activities. In doing so it recognises that there are two distinct types of complaints:

- a) Complaints relating to the delivery of a service and products with regards to content, quality and delivery (“Product and Service Complaints”)
- b) Complaints relating to an issue of physical or emotional abuse, which operate within a broader process and are subject to statutory legal regulations (“Abuse Complaints”)

PRODUCTS AND SERVICES COMPLAINT MANAGEMENT POLICY

1. Complaints received by any personnel of the organisation must be referred to the Appropriate Person as follows:

	Responsible Person	Email Address	Website
SmartLoving Marriage	Director of Team Formation	info@marriagerc.org	http://smartloving.org/contact/
SmartLoving Engaged	Director of Mentor Formation	info@marriagerc.org	http://smartloving.org/contact/
Antioch	National Directors	info@antioch.com.au	http://www.thepmrc.org/contact-us/
Other	PMRC Executive	info@thepmrc.org	http://www.thepmrc.org/contact-us/

2. All complaints received by the organisation must be reviewed and assessed by the Appropriate Person and any required actions be recommended to the Executive or its delegated bodies as appropriate.
3. Ideally, complaints will be lodged in written form, with full contact details (name, phone number, email address) of the complainant, and sufficient information regarding the issue concerned.
4. If a complaint is received verbally, PMRC personnel must encourage the person to send the complaint in writing to the appropriate person. If a written complaint is not forthcoming, PMRC personnel should note the complaint in writing (briefly) and forward it to the Appropriate Person.
5. If your complaint cannot be resolved at first contact, we will endeavor to resolve your complaint within 14 days. If you are dissatisfied with the process or wish to enquire as to the status of your complaint, please contact our office on (02) 9319 6280.
6. Complaints received by PMRC (Australia) are kept on file for a period of at least 5 years. Information retained include details of the initial complaint, and a record of the actions/ responses of PMRC in response to the complaint.

ABUSE COMPLAINT MANAGEMENT POLICY

1. Complaints received in either a verbal or written form relating to an issue of physical or emotional abuse must be brought to the immediate attention of the PMRC Executive, who will then refer the matter to both the police and the Director of Professional Standards in the relevant Diocese. The Director of Professional Standards will manage the process of responding to that complaint, in accordance with the guidelines referred to in 'Towards Healing' (Appended).
2. Ideally, complaints will be lodged in written form, with full contact details (name, phone number, email address) of the complainant, and sufficient information regarding the issue concerned.
3. If a complaint is received verbally, PMRC personnel must encourage the person to send the complaint in writing to either the PMRC Executive, or the Director of Professional Standards in the relevant Diocese. Where necessary, with the consent of the complainant, PMRC personnel should assist in writing down the details of the complaint, and have these details confirmed by signature of the complainant.
4. Where anonymous complaints are received, PMRC (Australia) will inform the police but will be unable to refer the complaint to the Director of Professional Standards in the relevant Diocese until the name of the complainant is known.