

Australian Disputes Centre (ADC) Australian Mediator and Dispute Resolution Accreditation Standards (AMDRAS) Complaints Handling Process

Introduction

We welcome your feedback, whether it is a compliment or a complaint.

This process is designed to respond to complaints that are an expression of dissatisfaction made to or about a mediator, for whom the Australian Disputes Centre acts as a Registered Accreditation Provider under AMDRAS, or the handling of a complaint, where a response or resolution is explicitly or implicitly expected.

When responding to complaints, ADC personnel act in accordance with this complaints handling process and will consider the AMDRAS.

Visibility

Information about ADC's AMDRAS complaints handling process is accessible from:

- ADC's website
- ADC's office reception

Who Can Raise a Complaint Under this Process

You can raise a complaint under the ADC process if:

1. Your complaint relates to:
 - i. A mediator who is registered under AMDRAS, and
 - ii. ADC is their Registered Accreditation Provider

You can confirm your mediator is registered under AMDRAS, and the name of the mediator's Registered Accreditation Provider, with a search on the AMDRAS website: <https://msb.org.au/mediators>.

AND

2. You have already raised your concerns directly with the mediator and they have been unable to resolve the complaint to your satisfaction.

If ADC's complaint handling process is not the right one for you, please contact the relevant Registered Accreditation Provider, or if you need further information, the AMDRAS Board may be able to assist. Their contact details are: <https://msb.org.au/contact>

The Five Key Stages of ADC's AMDRAS Complaints Handling Process:



1. Receive

The complaint should first be raised with the mediator. If the complaint remains unresolved in whole or in part, it may then be escalated through ADC's complaint handling process.

You can raise your complaint with ADC in a way that is most convenient to you:

- By phone: +61 2 9239 0700
- By email: ADR@disputescentre.com.au
- Online: <https://disputescentre.com.au/contact-us-2/>

ADC will record the complaint and any related information you provide. We will assign a unique identifier/number to the complaint file and advise you of that number. We will also provide you with a point of contact at ADC who will be managing your complaint.

2. Acknowledge

ADC will acknowledge each complaint promptly, within 24 hours of its receipt.

ADC will keep you regularly informed about the progress of your complaint until its finalisation. We aim to resolve your complaint within 10 working days.

3. Assess and Investigate

3.1 Initial assessment

After acknowledging receipt of the complaint, we will confirm whether the issues raised in the complaint are within our control. ADC will consider the outcome you seek and, where there is more than one issue raised, ensure that all issues are addressed.

3.2 Addressing the complaint

After the initial assessment, ADC will consider how to address the issues raised in the complaint.

We will work with you to ensure that all issues can be appropriately addressed. This may include:

- Seeking more information and clarifying our understanding of your concerns.
- Investigating the issues made in the complaint.

ADC will keep you up to date on our progress, particularly if there are any delays.

4. Determine outcome and provide reasons for decision

Following consideration of the complaint and investigation into the issues raised, we will contact you and advise:

- The actions taken in response to the complaint
- The outcome of the complaint
- The reasons for our decision
- The remedy or resolution that we have proposed or put in place
- Information about options for review that are available

5. Close the complaint: document and analyse data

At the time of closing the complaint ADC will ensure it keeps a record about the nature and details of the complaint, the steps taken to address the complaint and the outcome.

ADC will use this data to seek to identify possible systemic issues or breaches and report these internally and to the AMDRAS Board when needed.

Thank You

Thank you for taking the time to read this complaints handling process, and if you have a complaint within this process, thank you for raising it with us. Your feedback helps both the mediator and the dispute resolution industry.