

Complaints & Dispute Resolution Procedure

<p>Preliminary Steps</p>	<p>Attempt to resolve the issue yourself</p> <p>If the Client/Research Participant feels comfortable in doing so, they should attempt to address the issue directly with Charmayne Paul of Psych n Stats Tutor. The Client/Research Participant may find that Charmayne Paul was not aware of their complaint and the matter can be resolved directly. Please contact Charmayne Paul at: Psych n Stats Tutor w: www.psychnstatstutor.org e: psychnstatstutor@outlook.com</p>
<p>Step 1</p>	<p>Informal procedure</p> <p>The informal procedure involves a range of informal actions to resolve the complaint. Such actions will depend on the individual circumstances of the complaint. Possible actions include, but are not limited to:</p> <ul style="list-style-type: none"> • Charmayne Paul facilitating a meeting (face-to-face/VOIP/phone) with the complainant attempt to resolve the issue and move forward. Many complaints are able to be resolved through the informal procedure. However, in circumstances where Charmayne Paul considers the informal procedure is not appropriate, and the complaint is sufficiently serious, the complaint may be moved to the formal procedure.
<p>Step 2</p>	<p>Formal procedure</p> <p>Where all parties to the complaint (including Charmayne Paul of Psych n Stats Tutor) agree that mediation may be appropriate in resolving the complaint, the complaint may be referred to an external mediator. The agreement of all parties to refer the complaint to an external mediator must include agreement on responsibility for meeting any costs of external mediation.</p>
<p>Step 3</p>	<p>Formal procedure</p> <p>If the Client/Research participant does not feel comfortable talking Charmayne Paul of Psych n Stats Tutor, or they have tried to and it was ineffective in resolving the complaint, the complainant can choose to escalate the complaint by contacting the Office of the Australian Information Commissioner at https://www.oaic.gov.au/</p>
<p>Other complaint procedural issues</p>	<p>The Client/Research Participant and any other person involved in the complaint can seek advice from a support person at any stage during the complaint process. The Client/Research participant and others involved can bring a support person to a complaint meeting if so desired, but the support person may not take an active role in the procedure. The support person may not have any personal involvement or conflict of interest in the matter of the complaint. The support person is governed by all other directions in this policy. Any documents that need to be gathered for use during the dispute resolution procedure will be stored by Charmayne Paul of Psych n Stats Tutor in electronic form in a password protected folder on her external hard-drive, which only she will have access to. Where considered appropriate, agreed resolutions of complaints arising from the informal procedure may be recorded and signed by all parties.</p>