



AMMA Complaints and Grievances Policy

1. Purpose

The purpose of this policy is to ensure that all members, staff, volunteers, and stakeholders of the Australasian Military Medicine Association Ltd (AMMA) have a clear and fair process for raising and resolving complaints or grievances.

AMMA is committed to fostering a culture of respect, accountability, and transparency, where concerns can be raised without fear of reprisal and addressed in a timely and impartial manner.

2. Scope

This policy applies to:

- All AMMA members;
- Board Directors and Committee members;
- Employees, contractors, and volunteers; and
- Any individual who interacts with AMMA in an official capacity.

It covers complaints and grievances related to:

- Behaviour that breaches AMMA's Code of Conduct;
- Decisions, actions, or omissions of AMMA representatives; and
- Interpersonal disputes within AMMA activities or governance structures.

Complaints regarding unlawful behaviour (e.g. discrimination, harassment, corruption) may be referred directly to relevant external authorities.

3. Principles

AMMA will manage all complaints and grievances according to the following principles:

- Fairness: All parties will have the opportunity to present their perspective.
- Confidentiality: Complaints will be handled privately to protect all parties.
- Timeliness: Complaints will be acknowledged and addressed promptly.
- Impartiality: Decision-makers will be independent of the complaint.
- Natural Justice: Outcomes will be based on facts and evidence.
- Protection from Victimisation: No person will suffer disadvantage for lodging or supporting a complaint made in good faith.



4. Procedure

4.1 Informal Resolution

Where appropriate, individuals are encouraged to raise issues directly with the person or persons involved to seek an informal resolution. If this is not possible or appropriate, the complaint should be referred to the next level of management or governance (e.g., Association Manager, Committee Chair, or Board President).

4.2 Formal Complaints

A formal complaint must be submitted in writing and include:

- The name and contact details of the complainant;
- A clear description of the issue or conduct;
- Any supporting evidence or witnesses; and
- The desired outcome or resolution sought.

Formal complaints should be sent to the AMMA President (or to the Vice-President if the complaint concerns the President).

4.3 Investigation and Resolution

Upon receipt:

1. The complaint will be acknowledged in writing within 10 working days.
2. The President (or delegate) will determine whether an investigation is warranted.
3. Investigations may be undertaken internally or by an external independent party.
4. The parties involved will be notified of the findings and any actions to be taken.
5. Where breaches of policy or governance standards are identified, corrective or disciplinary action may be applied.

4.4 Appeals

If a complainant is dissatisfied with the outcome, they may request a review by the AMMA Board within 30 days of notification. The Board's decision following review will be final.

5. Record Keeping

All complaints and their outcomes will be recorded and stored securely. Records will be maintained in accordance with AMMA's Privacy Policy and relevant legislation.

6. Breach of Policy

Failure to comply with this policy may result in disciplinary action under AMMA's Constitution or relevant legislation. Serious breaches may also be referred to external authorities.



7. Related Documents

- AMMA Constitution
- Code of Conduct and Director Conduct Policy
- Whistleblower Policy
- Privacy Policy

8. Review

This policy will be reviewed every two years, or sooner if required by changes in legislation or AMMA governance practices.