

The Australian Association of Practice Management Ltd

AAPM ETHICS PROCEDURE

The purpose of this document is to outline the procedure taken when a formal complaint is received in writing regarding a member of AAPM. This procedure shall be followed for the purpose of addressing issues of concern in relation to the professional conduct of practice managers and observance of the AAPM Code of Ethical Conduct.

Once a complaint is formally submitted in writing to the Association, it is the mandate of the Board to investigate that complaint. The only exception to this is when the complaint can be shown to be vexatious.

DEFINITIONS

Board means the Directors and alternates present at a meeting, duly convened as a Board meeting, at which a quorum is present

Company means The Australian Association of Practice Management Ltd

Head Office means the physical location where the offices for The Australian Association of Practice Management Ltd is housed

National President means a person who is, or who is registered as a Director of the Company and has been elected as the National President at a Board meeting where a quorum is present

National Secretary means a person who is, or who is registered as a Director of the Company and has been elected as the National Secretary at a Board meeting where a quorum is present

Practice Manager means a person who is, or who is registered as, a Member of the Company

TERMS OF REFERENCE

1. The Head Office should advise the National Secretary and National President on matters of concern received regarding the conduct of a financial member which is in relation to (but not limited to); respect for the practitioners; patients; staff of healthcare practices; professional conduct or a concern regarding the Practice Managers role in the community.
2. The National Secretary will consider and deal with complaints received in a timely, efficient and discreet manner, in accordance with the Constitution of the Australian Association of Practice Management Ltd.

3. The National Secretary shall respond to the complainant acknowledging receipt of their complaint and advise that this will be reviewed by the Association and a formal response outlining the proposed action to be undertaken will be provided within 28 days.
4. The National Secretary will then write to the person who is the subject of the complaint, outlining the nature of the complaint and the Boards intention to investigate the complaint.
5. The person who is the subject of the complaint will be able to respond to the complaint.
6. The National Secretary shall then in conjunction with an elected representative from the Board or as elected by the Board, identify and investigate the complaint to ascertain the substance and accuracy of the complaint. As necessary the complaint may be referred to the appropriate higher authorities.
7. If the Board finds that either the complaint is unfounded and/or the person who is the subject of the complaint has satisfied the Board that he or she has appropriately addressed the issues raised in the complaint, the matter is generally resolved at that time. The National Secretary will send a letter to both the complainant and the person who is the subject of the complaint, advising that no further action is to be taken.
8. Should the complaint be substantiated, the National Secretary and the person elected by the Board will provide via email a recommendation to the Board on action to be taken. Board members should reply within 7 days at which time a final agreed upon decision will be made by the collective board.
9. If applicable, the National Secretary will then provide a recommendation to the Board for further consideration on how the Associations membership can be educated to avoid these areas of misconduct on breach of the Code of Ethical Conduct. This recommendation can also include suggestions concerning the process used to manage complaints where it is thought necessary to review or update protocols for complaint handling.
10. This procedure may be reviewed from time to time by the Board whereby a written updated procedure will be included in the Association's Policy and Procedure manual.