

MEMBER COMPLAINTS PROCEDURE

Before you begin

Does your complaint fall within the General Offences or Strict Liability Offences outlined in the EA disciplinary By-Laws?

YES

NO

Is your complaint about an act, behavior, omission, situation or decision that you believe is unfair, unjustified, unlawful and therefore a breach of the EA Member Protection Policy, Social Media Policy or Privacy Policy?

YES NO*

STEP 1

Can the matter be resolved locally?

YES

STEP 2/3

Contact your State Member Protection & Information Officer

STEP 4

Make a formal complaint in writing to the State CEO

NO

Approach an external agency (e.g. Police)

Please be advised that STEP 4 may involve one or more of the following processes as determined by the CEO:

- Investigation by Appointed Person
- Other Interim Administrative Measures
- Informal/Formal Mediation
- Hearing Tribunal
- Disciplinary Action
- Referral to an external authority

Has the process enacted by the CEO resolved your problem?

YES

NO

- Other Interim Administrative Measures – No, proceed to Step 5.
- Informal/Formal Mediation – No, proceed to Step 5.
- Hearing Tribunal – No, proceed to Step 6.
- Disciplinary Action – No, proceed to Step 6.

STEP 5

Request an alternative process as per the options in STEP 4.

STEP 6

Appeal as per the Disciplinary By-Laws.

STEP 7

Approach an external agency to assist with your resolution.

NO FURTHER ACTION REQUIRED FROM EA (PENDING POLICE ACTION, IF COMMENCED)

*If your complaint cannot be categorized under any of EA's policies then you may need to refer to an external agency such as the police.