

# Australian Mediation Association (AMA) - (Complaints Policy)

## Statutory Compliance:

### For FDR complaints.

#### FAMILY LAW ACT 1975 - SECT 10H Confidentiality of communications in family dispute resolution

#### FAMILY LAW ACT 1975 - SECT 10H

##### Confidentiality of communications in family dispute resolution

- (1) A [family dispute resolution practitioner](#) must not disclose a [communication made](#) to the practitioner while the practitioner is conducting [family dispute resolution](#), unless the disclosure is required or authorised by this section.
- (2) A [family dispute resolution practitioner](#) must disclose a [communication](#) if the practitioner reasonably believes the disclosure is necessary for the purpose of complying with a law of the Commonwealth, a [State](#) or a [Territory](#).
- (3) A [family dispute resolution practitioner](#) may disclose a [communication](#) if consent to the disclosure is given by:
- (a) if the person who [made](#) the [communication](#) is 18 or over--that person; or
  - (b) if the person who [made](#) the [communication](#) is a [child](#) under 18:
    - (i) each person who has [parental responsibility](#) (within the meaning of Part VII) for the [child](#); or
    - (ii) a [court](#).
- (4) A [family dispute resolution practitioner](#) may disclose a [communication](#) if the practitioner reasonably believes that the disclosure is necessary for the purpose of:
- (a) protecting a [child](#) from the risk of harm (whether physical or psychological); or
  - (b) preventing or lessening a serious and imminent threat to the life or health of a person; or
  - (c) reporting the commission, or preventing the likely commission, of an offence involving violence or a threat of violence to a person; or
  - (d) preventing or lessening a serious and imminent threat to the [property](#) of a person; or
  - (e) reporting the commission, or preventing the likely commission, of an offence involving intentional damage to [property](#) of a person or a threat of damage to [property](#); or
  - (f) if a [lawyer](#) independently represents a [child's](#) [interests](#) under an order under section [68L](#)--assisting the [lawyer](#) to do so properly.
- (5) A [family dispute resolution practitioner](#) may disclose a [communication](#) in order to provide information (other than personal information within the meaning of section [6](#) of the [Privacy Act 1988](#)) for research relevant to families.
- (6) A [family dispute resolution practitioner](#) may disclose information necessary for the practitioner to give a certificate under [subsection 60I\(8\)](#).
- (7) Evidence that would be inadmissible because of section [10J](#) is not admissible merely because this section requires or authorises its disclosure.

Note: This means that the practitioner's evidence is inadmissible in [court](#), even if [subsection](#) (2), (3), (4), (5) or (6) allows the practitioner to disclose it in other circumstances.

(8) In this section:

*"communication"* includes admission.

## **FAMILY LAW ACT 1975 - SECT 60I Attending family dispute resolution before applying for Part VII order**

### **FAMILY LAW ACT 1975 - SECT 60I**

#### **Attending family dispute resolution before applying for Part VII order**

Object of this section

(1) The object of this section is to ensure that all persons who have a dispute about matters that may be [dealt with](#) by an order under this Part (a **Part VII order**) make a genuine effort to resolve that dispute by [family dispute resolution](#) before the Part VII order is applied for.

Applications for a Part VII order

(6) [Subsections](#) (7) to (14) apply to all applications for a Part VII order in relation to a [child](#) that are [made](#) on or after 1 July 2008.

Requirement to be met before application accepted for filing

(7) An application for a Part VII order in relation to a [child](#) must not be accepted by the [court](#) for filing unless:

(a) the [applicant](#) files in the [court](#), together with the application, a certificate given to the [applicant](#) by a [family dispute resolution practitioner](#) under [subsection](#) (8); or

(b) after the making of the application, the [court](#) grants the [applicant](#) an exemption under [subsection](#) (8A) from having to file such a certificate.

Certificate by [family dispute resolution practitioner](#)

(8) A [family dispute resolution practitioner](#) may give one of these kinds of certificates to a person:

(a) a certificate to the effect that the person did not attend [family dispute resolution](#) with the practitioner and the other party or parties to the [proceedings](#) in relation to the issue or issues that the order would deal with, but the person's failure to do so was due to the refusal, or the failure, of the other party or parties to the [proceedings](#) to attend;

(aa) a certificate to the effect that the person did not attend [family dispute resolution](#) with the practitioner and the other party or parties to the [proceedings](#) in relation to the issue or issues that the order would deal with, because the practitioner considers, having regard to the matters prescribed by the regulations for the purposes of this [paragraph](#), that it would not be appropriate to conduct the proposed [family dispute resolution](#);

(b) a certificate to the effect that the person attended [family dispute resolution](#) with the practitioner and the other party or parties to the [proceedings](#) in relation to the issue or issues that the order would deal with, and that all attendees [made](#) a genuine effort to resolve the issue or issues;

(c) a certificate to the effect that the person attended [family dispute resolution](#) with the practitioner and the other party or parties to the [proceedings](#) in relation to the issue or issues that the order would deal with, but that the person, the other party or another of the parties did not make a genuine effort to resolve the issue or issues;

(d) a certificate to the effect that the person began attending [family dispute resolution](#) with the practitioner and the other party or parties to the [proceedings](#) in relation to the issue or issues that the order would deal with, but that the practitioner considers, having regard to the matters prescribed by

the regulations for the purposes of this [paragraph](#), that it would not be appropriate to continue the [family dispute resolution](#).

Note: When an [applicant](#) files one of these certificates under [subsection](#) (7), the [court](#) may take the kind of certificate into account in considering whether to make an order referring to parties to [family dispute resolution](#) (see section [13C](#)) and in determining whether to award costs against a party (see [section 114UB](#) ).

#### Exemptions

(8A) The [court](#) may grant the [applicant](#) for a Part VII order in relation to a [child](#) an exemption from having to file a certificate referred to in [paragraph](#) (7)(a).

(8B) The [court](#) may do so only if the [court](#) is satisfied that one or more of the grounds in [subsection](#) (9) exist.

(9) For the purposes of [subsection](#) (8B), the grounds for an exemption are:

(a) the [applicant](#) is applying for the order:

(i) to be [made](#) with the consent of all the parties to the [proceedings](#); or

(ii) in response to an application that another party to the [proceedings](#) has [made](#) for a Part VII order; or

(b) the [court](#) is satisfied that there are reasonable grounds to believe that:

(i) there has been [abuse](#) of the [child](#) by one of the parties to the [proceedings](#); or

(ii) there would be a risk of [abuse](#) of the [child](#) if there were to be a delay in applying for the order; or

(iii) there has been [family violence](#) by one of the parties to the [proceedings](#); or

(iv) there is a risk of [family violence](#) by one of the parties to the [proceedings](#); or

(c) all the following conditions are satisfied:

(i) the application is [made](#) in relation to a particular issue;

(ii) a Part VII order has been [made](#) in relation to that issue within the period of 12 months before the application is [made](#);

(iii) the application is [made](#) in relation to a contravention of the order by a person;

(iv) the [court](#) is satisfied that there are reasonable grounds to believe that the person has behaved in a way that shows a serious disregard for his or her obligations under the order; or

(d) the application is [made](#) in circumstances of urgency; or

(e) one or more of the parties to the [proceedings](#) is unable to participate effectively in [family dispute resolution](#) (whether because of an incapacity of some kind, physical remoteness from dispute resolution services or for some other reason); or

(f) other circumstances specified in the regulations are satisfied.

Validity of [proceedings](#) not affected by failure to meet requirement in relation to application

(11) The validity of:

(a) [proceedings](#) on an application for a Part VII order; or

(b) any order [made](#) in those [proceedings](#);

is not affected by a failure to comply with [subsection](#) (7) in relation to that application.

Review of power exercised by delegate

(12) If a delegate has exercised the power of the [court](#) under [subsection](#) (8A), a party to the [proceedings](#), or a person who would have been a party to the [proceedings](#) if the exemption referred to in that [subsection](#) had been granted, may:

- (a) within the time prescribed by the [applicable Rules of Court](#); or
- (b) within any further time allowed in accordance with the [applicable Rules of Court](#);

apply to the [court](#) for review of the exercise of the power.

(13) The [court](#) may, on application under [subsection](#) (12) or on its own initiative, review an exercise of power by a delegate under [subsection](#) (8A), and may make any order or orders it thinks fit in relation to the exercise of that power.

(14) [Subsections](#) 100(1) and (2) and 256(1) and (2) of the [Federal Circuit and Family Court of Australia Act 2021](#) do not apply in relation to the exercise of the power of the [court](#) by a delegate under [subsection](#) (8A) of this section.

## **FAMILY LAW (FAMILY DISPUTE RESOLUTION PRACTITIONERS) REGULATIONS 2025**

### **FAMILY LAW (FAMILY DISPUTE RESOLUTION PRACTITIONERS) REGULATIONS 2025 (F2025L00304) - REG 20**

#### **Requirement to assess whether it is appropriate for persons to attend family dispute resolution sessions**

(1) In conducting family dispute resolution, an accredited family dispute resolution practitioner must determine whether it would or would not be appropriate to conduct family dispute resolution sessions, or to continue to conduct those sessions, with the parties to the dispute.

(2) In making the determination, the practitioner must consider whether the ability of one or more of those parties to negotiate freely is affected by any of the following:

- (a) the presence of (including a history of) family violence among the parties, or the parties and their children;
- (b) the likely safety of the parties, or of any other person involved in the conduct of the sessions;
- (c) the equality of bargaining power amongst the parties;
- (d) if the dispute involves children--the risk that a child may suffer abuse;
- (e) the emotional, psychological, and physical health of the parties;
- (f) the undue bias or influence of a person (whether or not the person is a party to the dispute) on the parties;
- (g) any other matter that the practitioner considers has a material impact on the ability of the parties to negotiate freely.

(3) The practitioner may conduct the sessions only if:

- (a) the practitioner has determined, in accordance with this section, that it would be appropriate to conduct the sessions; and
- (b) the practitioner has complied with the requirements of [sections 21](#) and [25](#) in relation to the sessions.

## **FAMILY LAW (FAMILY DISPUTE RESOLUTION PRACTITIONERS) REGULATIONS 2025 (F2025L00304) - REG 26 Requirements in relation to records and information**

### **FAMILY LAW (FAMILY DISPUTE RESOLUTION PRACTITIONERS) REGULATIONS 2025 (F2025L00304) - REG 26**

### Requirements in relation to records and information

(1) An accredited family dispute resolution practitioner must ensure that any records relating to family dispute resolution conducted by the practitioner, including case notes and files, are:

- (a) stored securely to prevent unauthorised access to them; and
- (b) retained for at least 24 months.

(2) The practitioner must not use information acquired while conducting family dispute resolution for personal gain or to the detriment of any person.

Note: For the confidentiality of communications in family dispute resolution, see section 10H of the Act.

### **FAMILY LAW (FAMILY DISPUTE RESOLUTION PRACTITIONERS) REGULATIONS 2025 (F2025L00304) - REG 44**

#### **Approval of complaints bodies**

Application for approval as a complaints body

(1) The following kinds of entity may, in the manner and form approved by the Secretary (if any), apply to the Secretary for approval as a complaints body:

- (a) an entity that receives government funding for the purpose of conducting family dispute resolution under the Act;
- (b) a professional association.

(2) For [subsection \(1\)](#), the Secretary may, in writing, approve a manner or form for giving the application.

Secretary to decide whether to approve entity as a complaints body

(3) On receiving an application under [subsection \(1\)](#), the Secretary must decide:

- (a) to approve the applicant as a complaints body (an **approved complaints body**); or
- (b) to not approve the applicant as a complaints body.

(4) The Secretary must approve the applicant as a complaints body if:

- (a) the applicant provides a complaints mechanism to accredited family dispute resolution practitioners for use by persons undertaking family dispute resolution with the practitioner; and
- (b) the Secretary is satisfied that the complaints mechanism is suitable for dealing with complaints by such persons; and
- (c) the applicant has certified, in writing, that it will comply with the requirements in [section 45](#) in providing the complaints mechanism.

Notification of decision

(5) If the Secretary decides to approve the applicant as a complaints body, the Secretary must give the applicant written notice of:

- (a) the approval; and
- (b) the date on which the approval takes effect.

(6) If the Secretary decides to not approve the applicant as a complaints body, the Secretary must give the applicant written notice of:

- (a) the decision and the reasons for it; and
- (b) the applicant's review rights under [section 51](#).

(7) A notice under [subsection](#) (5) or (6) must be given within 7 days of making the decision.

Secretary to publish list of approved complaints bodies

(8) The Secretary must publish and maintain a list of approved complaints bodies on the Department's website.

#### **FAMILY LAW (FAMILY DISPUTE RESOLUTION PRACTITIONERS) REGULATIONS 2025 (F2025L00304) - REG 45**

##### **Approved complaints bodies--ongoing requirements**

(1) In providing a complaints mechanism to an accredited family dispute resolution practitioner, an approved complaints body must comply with the requirements in this section.

Requirement to investigate complaints

(2) To the extent practicable, the body must accept and investigate complaints that are properly made by persons in relation to family dispute resolution being undertaken with the practitioner during the period:

(a) beginning on the day the practitioner is first engaged by the persons to undertake family dispute resolution with them; and

(b) ending no less than 12 months after the day the family dispute resolution ends.

(3) In investigating a complaint, the body must consider whether the practitioner has contravened a requirement of the Act or this instrument.

Requirements if complaint is substantiated

(4) If a complaint is substantiated by the body, the body may arrange supervisory services to be provided to the practitioner for the purpose of improving the practitioner's capacity to provide family dispute resolution, including services that involve coaching, mentoring and training.

(5) The body may arrange supervisory services for the practitioner under [subsection](#) (4) only if the body is satisfied it is appropriate to do so.

Requirement to provide information to Secretary about substantiated complaints

(6) If the body considers, because of the seriousness of a substantiated complaint against a practitioner, that the practitioner may no longer be suitable to be an accredited family dispute resolution practitioner, the body must notify the Secretary, in writing and within a reasonable period, of the substantiated complaint.

(7) Without limiting [subsection](#) (6), in considering the seriousness of a substantiated complaint, the body must take into account the following

(a) whether the substantiated complaint involves a material contravention of [section 20](#) or [25](#);

(b) whether, in response to the complaint, the body considers that it is necessary to arrange for the supervision of, or further training and professional development for, the practitioner.

(8) If either of the following circumstances occurs, the body must notify the Secretary, in writing, of the circumstance and the date on which it occurred:

(a) the body ceases to provide a complaint mechanism to an accredited family dispute resolution practitioner for access by persons undertaking family dispute resolution with the practitioner;

(b) the body ceases to provide services as an approved complaints body.

#### **FAMILY LAW (FAMILY DISPUTE RESOLUTION PRACTITIONERS) REGULATIONS 2025 (F2025L00304) - REG 46**

### **Approved complaints bodies--Secretary may impose conditions on approval**

(1) The Secretary may impose a condition on the approval of a complaints body if the Secretary is satisfied that the body:

- (a) has not complied with a requirement in section [45](#); and
- (b) can remedy or mitigate the failure or conduct in a reasonable time by complying with the condition.

Show cause procedure

- (2) Before deciding to impose the condition, the Secretary must:
  - (a) notify the body, in writing, of the decision and the reasons for the decision; and
  - (b) request the body to show cause, in writing, within a specified period of at least 28 days after receipt of the notice, why the condition should not be imposed.
- (3) The Secretary must not decide to impose the condition until the earlier of the following:
  - (a) when the body responds to the notice;
  - (b) the end of the period specified in the notice.
- (4) In deciding whether to impose the condition, the Secretary:
  - (a) must have regard to any information or documents received in response to the notice; and
  - (b) may have regard to any other matters the Secretary considers relevant.

Notification of decision

- (5) If the Secretary decides to not impose the condition, the Secretary must give the body written notice of the decision.
- (6) If the Secretary decides to impose the condition, the Secretary must give the body written notice of:
  - (a) the decision and the reasons for it; and
  - (b) the body's review rights under section [51](#).
- (7) A notice under [subsection](#) (5) or (6) must be given within 7 days of making the decision.

### **FAMILY LAW (FAMILY DISPUTE RESOLUTION PRACTITIONERS) REGULATIONS 2025 (F2025L00304) - REG 47**

### **Approved complaints bodies--Secretary may revoke approval**

(1) The Secretary may revoke the approval of an approved complaints body if the Secretary is satisfied that the body has not complied with:

- (a) a requirement in section [45](#); or
- (b) a condition imposed on the approval under [section 46](#).

Show cause procedure

- (2) Before deciding to revoke the approval, the Secretary must:
  - (a) notify the body, in writing, of the decision and the reasons for the decision; and
  - (b) request the body to show cause, in writing, within a specified period of at least 28 days after receipt of the notice, why the approval of the body should not be revoked.
- (3) The Secretary must not decide to revoke the approval until the earlier of the following:
  - (a) when the body responds to the notice;

(b) the end of the period specified in the notice.

(4) In deciding whether to revoke the approval, the Secretary:

(a) must have regard to any information or documents received in response to the notice; and

(b) may have regard to any other matters the Secretary considers relevant.

#### Notification of decision

(5) If the Secretary decides to not revoke the approval, the Secretary must give the body written notice of the decision.

(6) If the Secretary decides to revoke the approval, the Secretary must give the body written notice of:

(a) the decision and the reasons for it; and

(b) the body's review rights under section [51](#).

(7) A notice under [subsection](#) (5) or (6) must be given within 7 days of making the decision

#### **FAMILY LAW (FAMILY DISPUTE RESOLUTION PRACTITIONERS) REGULATIONS 2025 (F2025L00304) - REG 48**

##### **Approved complaints bodies--circumstances in which Secretary must revoke approval**

(1) The Secretary must revoke the approval of an approved complaints body if:

(a) the Secretary receives a notice from the body under [paragraph](#) 45(8)(b) that the body has ceased to provide services as an approved complaints body; or

(b) the Secretary is satisfied that the body has ceased to provide such services.

(2) The Secretary must give the body written notice of the decision to revoke the approval within 7 days of making the decision.

#### **For AMDRAS complaints:**

#### **Australian Mediation and Dispute Resolution Standards 2024 ( and annexures)**

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Privacy Act

Guidelines for Complaints Management in Organisations AZ/NZ 10002

Quality Audit AZ/NZ 9000 etc...



## POLICY

The Australian Mediation Association (AMA) is committed to compliance with complaints mechanism legislation and regulations as outlined above.

To uphold the individual's privacy in all aspects AMA has taken the direction of electric automation as much as possible to reduce the numbers of person directly involved in the complaint's mechanism, and where there are persons directly involved privacy will be adhered to in accordance with the Privacy Act 1988.

AMA employees and contractors are held to the highest of standards. This policy describes the level of performance AMA expects of its employees and contractors in relation to complaints management.

This complaints policy will cover complaints against AMDRAS Mediators accredited with the AMA and in the case of a complaint against a FDRP, the policy and mechanisms will be limited to AMA staff (including contract staff) and the graduates of Mediation Training Academy Graduate Diploma in Family Dispute Resolution who are registered FDRPs under the Federal Attorney General's Department. (AGD)

The FDRPs not covered by the policy will be advised in writing .

## PROCEDURE

To manage complaints there must first be a reporting mechanism established. The complaint needs to be writing either by email to the AMA's Office Manager or through a form that can be accesses via the website. (refer to annexure A for example of the forms)

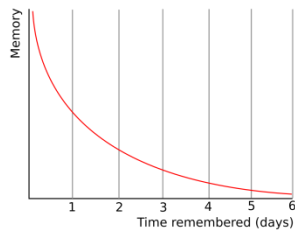
Phone contact will not be recognized due to the privacy issues that could be involved in such matters. Those parties who make phone contact , will be advised that to begin an investigation a written complaint must be lodged.

Once the activation has been logged, correspondence will be electrically sent to an investigator (assigned from the AMA Complaints Committee) outlining the contact details and linking them to the investigation tools. AMA has defined that all complaints will be investigated within two weeks of receiving the complaints.

If an AMDRAS complaint is lodged the AMDRAS Standards will be followed and if an FDR complaint is made then the FDRP Regulations 2025 and Family Law Act 1975 will be the applied and followed as the primary basis for any investigations, recommendations, and reports.

The reasoning for this timeframe is to obtain the most accurate data possible. The Ebbinghaus Forgetting Curve studies clearly demonstrates the memory fall off with prolonged timeframes.

“The **Ebbinghaus forgetting curve** hypothesizes the decline of memory retention in time. This curve shows how information is lost over time when there is no attempt to retain it. A related concept is the **strength of memory** that refers to the durability that memory traces in the brain. The stronger the memory, the longer period that a person is able to recall it. A typical graph of the forgetting curve purports to show that humans tend to halve their memory of newly learned knowledge in a matter of days or weeks unless they consciously review the learned material.”



Sleep has a large impact on memory. To this end a tool has been attached to this document to aid in the investigation process.

The investigator will follow the investigation tool's format speaking to all relevant parties to gather information and provide it to AMA for factual decision making. (Refer to draft forms at the end of document.)

Once a decision has been made ; all parties will be advised of the decision and action, if the action requires the AGD or the AMDRAS Board to be advised they will be notified in the appropriate form.

## 2. Roles and Responsibilities

### **Role: CEO of Australian Mediation Association (AMA).**

Commitment: Promote a culture that values complaints and their effective resolution

How: Provide adequate support and direction to those responsible for handling complaints. Regularly review reports about complaint trends and issues arising from complaints. Encourage all personnel to be alert to complaints and assist those responsible for handling complaints to resolve them promptly. Encourage personnel to make recommendations for system improvements. Support recommendations for service, staff and complaint handling improvements arising from the analysis of complaint.

Report to the AMDRAS Board on our complaint handling in accordance with the AMDRAS data.

Report to the AGD on our complaint handling in accordance with the FDR data.

### **Role: Members of the AMA complaint committee.**

Commitment: Understand and demonstrate exemplary complaint handling practices

How: Treat all people with respect, including complainant and the mediator. Assist people to make a complaint, if needed. Comply with our policy and associated procedures. Provide regular feedback to management and/or the governing body on issues arising from complaints. Provide suggestions to the CEO ( management) on ways to improve our complaints management system. Advice on how to implement changes arising from individual complaints and from the analysis of complaint data as directed and required.

### **Role: AMA Office Manager and Administration**

Commitment: Treat all people with respect, including people who make complaints.

Be aware and implement the AMA complaint handling policies and procedures.

How: Assist people who wish to make complaints to access and instigate our complaints process. Be alert to complaints and assist personnel handling complaints resolve matters promptly and effectively.

## Terms and Definitions

**AMDRAS:** The Australian Mediator and Dispute Resolution Accreditation Standards. Note. AMDRAS is a national accreditation scheme for dispute resolution practitioners and specialists. Amongst other things, it specifies minimum standards of training, assessment, and practice as expressed in these Standards.

**AMDRAS Board:** The Board of AMDRAS. Note: Formerly the board of the Mediator Standards Board Ltd. In that capacity it established the National Mediator Accreditation System (NMAS), now superseded by AMDRAS.

**Complaint:** An expression of dissatisfaction made to or about us, our services, our people, Registered Practitioners accredited by us, or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required for FDRP's.

**Complaint handling / management system:** All policies, procedures, practices, personnel, hardware, and software used by us in the management of complaints.

**Dispute:** An unresolved complaint escalated either within or outside of our organisation.

**Feedback:** Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly, or implicitly, to or about us, about our services or complaint handling system.

**Family Dispute Resolution (FDR):** Family dispute resolution (FDR) helps people affected, or likely to be affected, by separation or divorce. An FDR practitioner helps them resolve some or all their disputes with each other.

**Policy:** A statement of instruction that sets out how The Australian Mediation Association should meet our obligations.

**Procedure:** A statement or instruction that sets out how our policies will be implemented and by whom. Recognised Provider A person or body who is either a recognised Accreditation Provider (RAP) and/or a Recognised Training Provider (RTP).

**Registered Practitioner/Family Dispute Resolution Practitioner (FDRP):** A practitioner accredited according to the FDRP Regulations 2025 and under the Attorney General's Department and listed on respective AGD Register

**Unreasonable Conduct by Complainant:** Any behaviour by a person which, because of its nature or frequency, raises substantial health, safety, resource, or equity issues for the people involved in the complaint process.

## Guiding principles:

An effective complaint handling system must be modelled on the principles of fairness, accessibility, responsiveness, efficiency and integration into organisational culture.

### A. Overview

**Step 1 Facilitate complaints**

**Step 2 Respond to complaints**

**Step 3 Manage and resolve complaints**

**Step 4 Learning, reporting and prevention**

#### Step 1- Facilitate complaints

##### 1.1 People focus

The Australian Mediation Association is committed to seeking and receiving feedback and complaints about:

- our services, people, systems, practices, procedures, products and complaint handling; and
- either AMA AMDRAS accredited mediators and /or FDRPs who are AMA staff or hold a Graduate Diploma in FDR from the Mediation Training Academy

Any concerns raised in feedback or complaints will be dealt with within a reasonable time frame. (5 working days)

People making complaints will be:

- provided with information about our complaint handling process and how to access it
- listened to, treated with respect by our people and actively involved in the complaint process where possible and appropriate, and
- provided with reasons for our decision/s and any options for redress or review.

##### 1.2 No detriment to people making complaints

We will take all reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf.

##### 1.3 Anonymous complaints

Complaints lodged without contact information, where it appears the complainant wants to retain anonymity, should be exempt from active involvement. The AMA will only address the content of such complaints where sufficient information enables us to do so.

The AMA may accept anonymous complaints if there is a compelling reason to do so and will carry out a confidential investigation of the issues raised where there is enough information provided.

This will be in rare circumstances, if principles of due process and natural justice ordinarily require transparency to those against whom a complaint has been made.

Where a complainant wishes to remain anonymous and/or asks that certain information to remain confidential, prevent us from carrying out a complete and fair investigation, The Australian Mediation Association will not close or progress the matter without first informing the complainant of this.

##### 1.4 Accessibility

The Australian Mediation Association will ensure that information about how and where complaints

may be made to or about us is well publicised, including on our website (if available). The Australian Mediation Association will ensure that our systems to manage complaints are easily understood and accessible to everyone, particularly people who may require assistance.

If a person prefers or needs another person or organisation to assist or represent them in the making and/or resolution of their complaint, The Australian Mediation Association will communicate with them through their representative if this is their wish.

Anyone may represent a person wishing to make a complaint with their consent (e.g., advocate, family member, legal or community representative, member of Parliament, another organisation). In certain circumstances (e.g. mediation), this may require the person or organisation representing a complainant to agree to keep their involvement and details of the complaint and process confidential.

### 1.5 No charge

A complainant should not be charged a fee to complain. Costs of any investigation or dispute resolution process will not be charged to complainants without prior agreement.

## Step 2- Respond to complaints

### 2.1 Early resolution

Where possible, complaints will be resolved at first contact with AMA.

### 2.2 Responsiveness

AMA will promptly acknowledge receipt of complaints, within 3 working days if possible. AMA will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.

AMA is committed to managing people's expectations, and will inform them as soon as possible, of the following:

- the complaints process
- the expected time frames for our actions
- the progress of the complaint and reasons for any delay
- the possible necessity of employing an impartial person or organisation to assist in investigating and/or processing of the complaint.
- their likely involvement in the process, and
- the possible or likely outcome of their complaint.

AMA will advise people as soon as possible when the AMA is unable to deal with any part of their complaint and provide advice about such issues and/or complaints may be directed (if known and appropriate).

The AMA will also advise people as soon as possible when the AMA is unable to meet our time frames for responding to their complaint and the reason for our delay.

### 2.3 Objectivity and fairness

The Australian Mediation Association will address each complaint with integrity and in an equitable, objective and unbiased manner. The Australian Mediation Association will ensure that the person handling a complaint is different from any personnel whose conduct or service is being complained about. Conflicts of interest, whether actual or perceived, will be managed responsibly. In particular, internal reviews of how a complaint was managed will be conducted by a person other than the original decision maker.

### 2.4 Responding flexibly

The Australian Mediation Association will adopt flexible approaches to service delivery and problem

solving to enhance accessibility for people making complaints and/or their representatives. The Australian Mediation Association will assess each complaint on its merits and involve people making complaints and/or their representative in the process as far as possible.

## 2.5 Confidentiality

The Australian Mediation Association will seek permission before disclosing confidential information provided by or on behalf of a complainant.

Personal and confidential information, including that which may identify individuals, will only be disclosed or used by us as required or permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations.

For FDRPs, reference will be made to the Family Law Act sections on confidentiality and the obligations that fall on FDRPs in that regard.

## Step 3- Manage the parties to a complaint

### 3.1 Complaints involving multiple agencies:

Where a complaint involves multiple organisations or individuals, the Australian Mediation Association will work with the other organisation/s where possible, to ensure that communication with the person making a complaint and/or their representative is clear and coordinated.

Subject to privacy, confidentiality, safety and mandatory reporting considerations, communication and information sharing will also be organised to facilitate a timely response to the complaint.

If another organisation or person is charged with investigating and handling a complaint, this will be made clear to the person making the complaint and/or their representative.

Where a complaint involves multiple areas within our organisation, responsibility for communicating with the person making the complaint and/or their representative will also be coordinated.

Where our services are contracted out, The Australian Mediation Association expects contracted service providers to have an accessible and comprehensive complaint management system.

The Australian Mediation Association takes complaints not only about the actions of our personnel but also, the actions of our service providers.

### 3.2 Empowerment of staff

All personnel managing complaints are empowered to implement our complaint management system as relevant to their role and responsibilities.

Our people are encouraged to provide feedback on the effectiveness and efficiency of all aspects of our complaint management system.

### 3.3 Managing unreasonable conduct by people making complaints:

The Australian Mediation Association is committed to being accessible and responsive to all people who approach us with feedback or complaints. At the same time our success depends on:

- our ability to do our work and perform our functions in the most effective and efficient way possible
- the health, safety and security of our people, and
- our ability to allocate our resources fairly across all the complaints The Australian Mediation Association receives.

When people behave unreasonably in their dealings with us, their conduct can significantly affect the progress and efficiency of our work. As a result, The Australian Mediation Association will take proactive and decisive action to manage any conduct that negatively and unreasonably affects us and

will support our people to do the same in accordance with this policy.

### 3.4 Alternative avenues for dealing with complaints

The Australian Mediation Association will inform people who make complaints to or about us about any internal or external review options available to them (including to the AMDRAS Board under clause 83 of the AMDRAS Standards).

They will be directed to other approved complaint handling bodies as identified by the AGD if the complaint arises out of the AMA or any of its staff's handling of an FDR complaint or under AMDRAS if it is a general mediation complaint.

## **Step 4 – Learning, reporting, and prevention**

### 4.1 Continuous Improvement

Responding to and learning from complaints is an essential part of our commitment to quality improvement for our organisation and the professional development of the registered practitioners/FDRP, The Australian Mediation Association support'

### 4.2 Record Keeping and Reporting

The Australian Mediation Association will maintain a record of complaints for the purpose of:

- identifying trends and opportunities to improve our people, services and complaints handling processes; and
- meeting our reporting obligations to the AMDRAS Board (including pursuant to clauses 66.2(c), 69(c)(iii) and 80 of the AMDRAS Standards).
- meeting our reporting obligations to the Attorney General's Department under the Family Law framework.

### 4.3 Disciplinary Action

Any cancellation, suspension or placing of special conditions on the accreditation of a Registered Practitioner accredited by us will be reported to the AMDRAS Board pursuant to clause 71(c)(iii) of the AMDRAS Standards.

If a FDRP, then disciplinary action may include notification to AGD of the cancellation, suspension or placing of special conditions on the accreditation of a registered practitioner where they are also an FDRP.

## **B. The four levels of complaint handling**

### Level 1

Subject to the nature and details of the matters raised, The Australian Mediation Association may invite those with concerns regarding services delivered by a Registered Practitioner/FDRP to speak with that Registered Practitioner/FDRP (or their employer) in the first instance.

If this occurs, The Australian Mediation Association will require written confirmation from both the person making the complaint and the Registered Practitioner/FDRP that the concerns raised have been resolved to the satisfaction of the person making the complaint, or not.

## Level 2

The Australian Mediation Association aim to resolve complaints at the first level, the frontline. Wherever possible our people will be adequately equipped to respond to complaints, including being given appropriate authority, training and supervision.

The Australian Mediation Association may recommend and facilitate a non-determinative dispute resolution process (e.g. mediation) at this stage. If this is the case , a panel of three independent mediators will be provided for the complainant and the mediator to choose . The independent mediator will then have carriage of the matter and they will be required to make a report back to the AMA on the outcome of the mediation.

If resolved at the mediation then , the AMA will send out confirmation documentation of the outcome to both the complainant and the mediator. If not resolved then Level 3 will be followed.

## Level 3

Where Level 2 resolution is not possible, The Australian Mediation Association may decide to escalate the complaint to a more senior practitioner within our organisation. (e.g. Convenor of the Complaints Committee or Leading Mediator under AMDRAS or senior FDRP as applicable) .

This third level of complaint handling will provide for the following internal mechanisms:

- assessment and possible investigation of the complaint and decisions already made, and/or
- facilitated resolution (where a person not connected with the complaint reviews the matter and attempts to find an outcome acceptable to the relevant parties).

Subject to the nature, details and/or progress of the complaint, The Australian Mediation Association may refer the complaint and/or decisions already made for external investigation and/or review to a person or body with the necessary expertise and resources to perform such investigations and/or reviews.

## Level 4

Where a person making a complaint is dissatisfied with the process and/or the final outcome of the review of their complaint, they may seek an external review of our decision (including a review of the complaints-management process by the AMDRAS Board under clause 81 of the AMDRAS Standards). It is noted that the AMDRAS Board also has power under clause 82 of the AMDRAS Standards to independently audit complaints management processes by Recognised Providers.

The request for a review is also applicable to FDR complaints where dissatisfaction is indicated and that may be an external review as conducted by another AGD approved complaints handling body or organisation.

# C. Accountability and learning

## C.1 Analysis and evaluation of complaints

The Australian Mediation Association will ensure that complaints are recorded in a systematic way so that information can be easily retrieved for reporting and analysis by our people and where required the AMDRAS Board or for the AGD

The Australian Mediation Association will run regular reports on:

- the number of complaints received
- the outcome of complaints, including matters resolved at the frontline
- issues arising from complaints
- systemic issues identified, and
- the number of requests The Australian Mediation Association receive for internal and/or external review of our complaint handling.

Regular analysis of these reports will be undertaken to monitor trends, measure the quality of our customer service and make improvements.



Both reports and their analysis will be provided to our senior management and to the AMDRAS Board for review, at least annually (see sections 55, 66, and 80 of the AMDRAS Standards). The reports and analysis will also be available for the AGD either on an annual basis or as requested.

#### C.2 Monitoring of the complaint management system

The Australian Mediation Association will continually monitor our complaint management system to:

- ensure its effectiveness in responding to and resolving complaints
- identify and correct deficiencies in the operation of the system.

Monitoring may include the use of audits, complaint satisfaction surveys and online tools and alerts.

#### C.3 Continuous improvement

The Australian Mediation Association are committed to improving the way our organisation operates, including the effectiveness and efficiency of our complaint management system. To this end, The Australian Mediation Association will:

- support the making and appropriate resolution of complaints
- implement best practices in complaint handling
  - continue to review the framework changes either under AMDRAS or from the Family Law legislative and regulatory framework.
- recognise and reward exemplary complaint handling by our people
- regularly review our complaint management system and complaint data, and implement appropriate system changes arising out of our analysis of complaints data and continual monitoring of our system.

#### C.4 Obligations (FDR complaints)

- The AMA has the capacity to provide supervisory services to improve the practitioner's capacity to provide mediation and FDR, including services that involve coaching, mentoring and training if appropriate through our staff, senior FDRPs or Leading Mediator. The supervision required for the mediator /FDRP will be identified and the appropriate AMA Practitioner will be assigned to identify and conduct required supervision, case management counselling or coaching.
- The AMA will notify AGD, in writing and within a reasonable time period, of a serious substantiated complaint including the process and outcome.
- The AMA will notify AGD if the substantiated complaint relates to - a material contravention of the requirement for the practitioner to assess appropriateness for persons to attend family dispute resolution (Regulation 20); or a material contravention for the practitioner to avoid conflicts of interest (Regulation 25); and
- The AMA will notify AGD if the AMA ceases to provide a complaints mechanism to an individual person or ceases to act as an approved complaints body.

## **D. Model Procedure Explanation (Complaint handling by Recognised Providers applicable to AMDRAS and FDR matters)**

### Introduction

When responding to complaints, personnel act in accordance with complaint handling procedures as well as any other internal documents providing guidance on the management of complaints. Personnel should also consider the AMDRAS and in the case of FDR complaints any relevant legislation and/or regulations (Family Law Act 1975 and FDRP Regulations 2025) in responding to complaints and feedback.

### Communication

Information about our complaint process is accessible, written in easy English and provided in a variety of formats.

Our complaint management policy is accessible from:

- our website
- communication with staff by phone or email

Information made publicly available about the complaints management system include:

Complaints are made through our contact form via The Australian Mediation Association website or via email addressed to Office Manager.

Complaints are to be made in written format to activate a formal investigation.

Complaints will be handled within a **12-month time frame** from the conclusion of the mediation.

Acknowledgement of complaint is to be expected within 3 business days.

The five key stages in our complaint management system are set out below

#### D.1. Receive

Unless the complaint has been resolved at the outset, we will record the complaint and its supporting information. Complaints will only be accepted if occurring within 12 months of mediation occurring. We will also assign a unique identifier/number to the complaint file.

The record of the complaint will document:

- Contact information of the person making a complaint and the date received
- Issues raised by the person making a complaint and the outcome/s they want
- Identification of relevant standards/legislative basis for complaint.
- Any other relevant information to properly respond to the matter, and
- Any additional support the person making a complaint requires.

The Australian Mediation Association will track the progress of each complaint until its finalisation.

Updates of the status of the complaint should be made available to the complainant upon request and at regular intervals, at least at the intervals following the pre-set deadlines.

Please note The Australian Mediation Association may consider recording complaints resolved at the first point of contact.

#### D.2. Acknowledge

We will acknowledge receipt of each complaint promptly, and preferably within 3 working days.

When appropriate we may offer an explanation or apology. Consideration will be given to the most appropriate medium (e.g. email, letter) for communicating with the person making a complaint.

The Australian Mediation Association will determine at the initial contact stage whether the mediator is :

- (a) an AMDRAS accredited mediator with AMA
- (b) a FDRP who is an AMA staff member or holds a Graduate Diploma in FDR from the Mediation Training Academy

If the mediator does not fall under (a) or (b) the complainant will be assisted to locate the appropriate Organisation /Recognised Accreditation Provider who can assist them.

If the mediator falls under (a) or (b) then the AMA complaint policy will apply.

#### D.3. Assess and investigate

### D.3.1 Initial assessment

After acknowledging receipt of the complaint, The Australian Mediation Association will confirm whether the issue/s raised in the complaint is/are within our control.

The Australian Mediation Association will also consider the outcome/s sought by the person making a complaint and, where there is more than one issue raised, determine whether each issue needs to be separately addressed.

When determining how a complaint will be managed, The Australian Mediation Association will consider:

- How serious, complicated, or urgent the complaint is;
  - The required legislation, regulations or standards as applicable for the complaint
- Whether the complaint raises concerns about people's health and safety
- Impact on the individual, the public or our organisation
- The risks involved if resolution of the complaint is delayed
- Personnel that should and should not be involved in managing the complaint,
- and
- Whether a resolution requires the involvement of other organisations

After the initial assessment, the person allocated should consider how to address the issues raised in the complaint. This could include working with the complainant to see if the issues can be appropriately addressed, informal inquiries or a formal investigation of the complaint.

The nature and scope of any enquiry or investigation will depend on the circumstances of each case, the issue complained about, the parties involved and potential outcomes.

### D.3.2 Addressing the complaint

After assessing the complaint, The Australian Mediation Association will consider how to manage it. The Australian Mediation Association should handle all complaints in a manner intended to address the complaint appropriately as quickly as possible.

We may:

- Give the person making a complaint information or an explanation
  - Gather information about the issue, person or area that the complaint is about,
- or

- Investigate the claims made in the complaint.

The Australian Mediation Association will keep the person making the complaint up to date on our progress, particularly if there are any delays. The Australian Mediation Association will also communicate the outcome of the complaint using the most appropriate medium.

Which actions the Australian Mediation Association decide to take will be tailored to each case and will follow any statutory requirements as applicable (e.g. FDRP Regulations 2025) or through governance guidelines (AMDRAS)

### D.4. Determine outcome and provide reasons for decision

Following consideration of the complaint and any investigation into the issues raised, The Australian Mediation Association will contact the person making the complaint and advise them in writing:

- What actions were taken in response to the complaint

The legislative or other framework that was applied when making the recommendations /resolutions (Family Law Act 1975 and FDRP Regulations 2025 as applicable to the specific complaint or AMDRAS if general mediation complaint made)

- The outcome(s) of the complaint
- The reason/s for the decision
- The recommendations or resolution/s that The Australian Mediation Association have proposed or put in place, and
- Information about any options for review that may be available to the complainant, such as an internal review, external review or appeal (including to the AMDRAS Board pursuant to clause 83 of the AMDRAS Standards) or for FDR complaints the process for AGD consideration if applicable.

If any adverse findings are made about a recognised practitioner or a particular staff member, The Australian Mediation Association must consider whether privacy obligations impact on what information can be disclosed to the complainant.

#### D.5. Close the complaint: document and analyse data

##### D.5.1 Document

At the time of closing the complaint The Australian Mediation Association will record the following  
The Australian Mediation Association will keep records about:

- The nature and details of the complaint
  - Steps taken to address the complaint
  - Any reports sent to either AMDRAS Board or AGD
  - The outcome/s of the complaint (including whether it or any aspect of it was substantiated, any recommendations made to address problems identified and any decisions made on those recommendations), and
  - Any outstanding actions to be followed up, including analysing any underlying or root causes
- This will assist in responding to any further reviews or appeals as well as supporting quality improvements.

##### D.5.2 Implementation of outcomes and reporting

The Australian Mediation Association will ensure that outcomes are properly implemented, monitored and reported to senior management and where appropriate the AMDRAS Board or in the case of FDR complaints the AGD.

##### D.5.3 Data Collection

The Australian Mediation Association will ensure that all staff are aware of the policies for identifying, gathering, classifying, maintaining, storing, securing and disposing of complaint related records.

Information collection includes:

- The steps involved in recording the handling of each complaint and appropriately maintaining these records
- Maintaining records of the type of training and instruction that individuals involved in the complaint management system has received
- Specifying our criteria for responding to requests for records made by a complainant or their agent including what kind of information will be provided, to whom and in what format.
- Specifying how and when de-identified complaint data may be disclosed to the public or other organizations to whom the complaint refers including AGD and AMDRAS as applicable.

#### D.5.4 Analysis and evaluation of complaints

We seek to identify possible systemic issues or breaches and when identified staff should report systemic issues or breaches internally and to the AMDRAS board when needed.

AMA will continue with its corrective action till correspondence with the AGD is received, at which point the AGD recommendations will be applied.

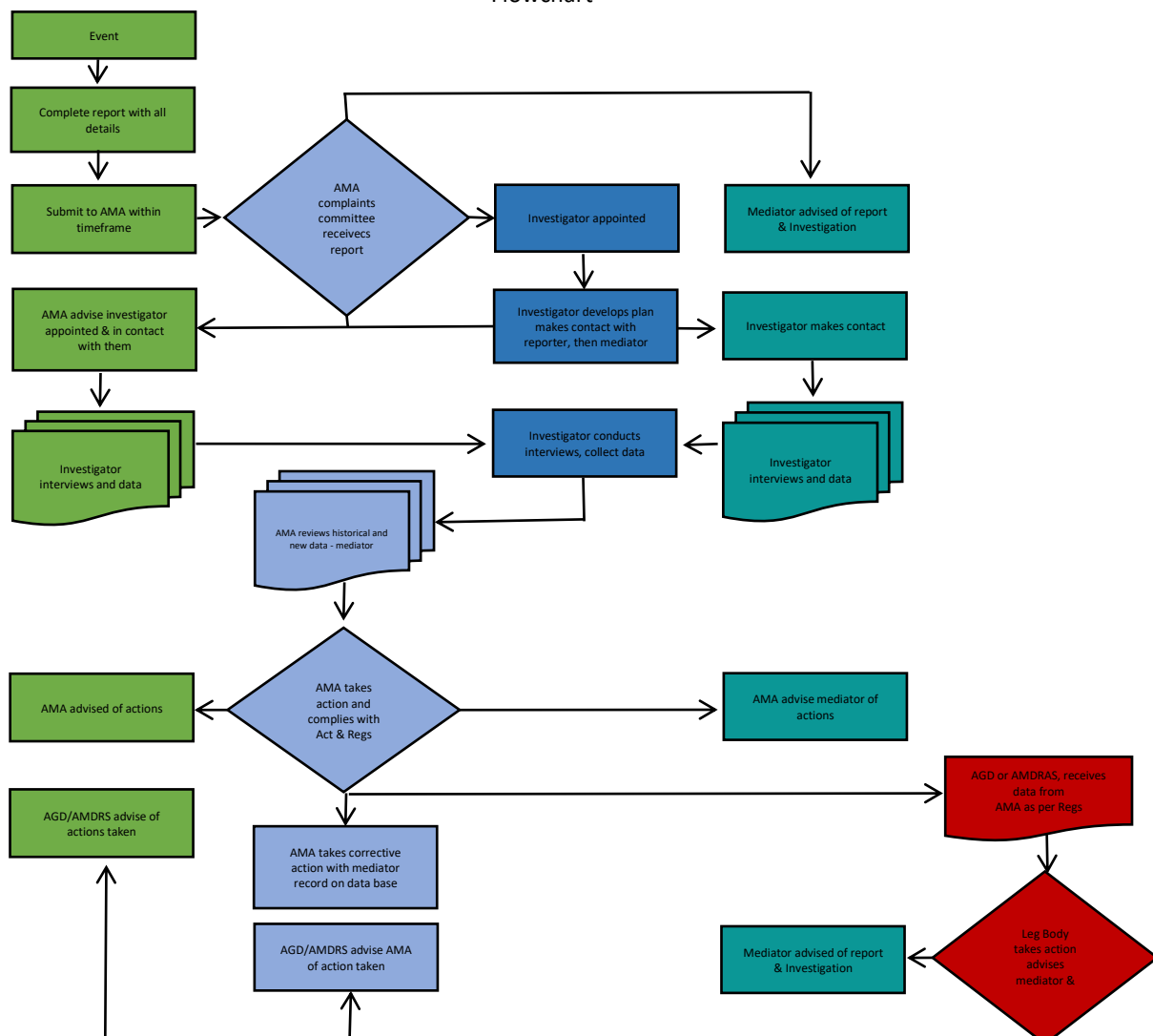
AMA will provide self-paced refresher package to its employees and contractors under complaints management to ensure their knowledge of legislative compliance (AMDRAS , Family Law Act and FDRP Regulations 2025)is maintained to its required high standards using Ebbinghaus forgetting curve to ensure best practices. Records of these refresher packages will be maintained for internal /external audit purposes.

There is also a reporting and investigation aspect for use in a possible failure identification and correction. This reporting aspect relates more to AMA's clients and is housed on AMA's web page for use of use. Once AMA receives a complaint an investigation of the events will be conducted. The findings will be reported back to AMA for management of the finding and reported to the Attorney-General's Department in accordance with legislative compliance. If general complaint the findings may be sent to the AMDRAS Board for compliance under AMDRAS.

A flowchart of the actions is attached.

## AMA - Complaints report & investigation

Flowchart



## AMA – Draft Complaint report form

Date:

### Australia Mediation Association - AMA

This form is used for reporting an event involving an employee or contractor of AMA. We receive a large number of non-AMA mediator complaints, so if you can, please ensure the mediator you are making the complaint about is working on behalf of AMA.

*This form is the only recognized reporting complaint format used by AMA.*

To assist us deal with your complaint we need to know details of what happened.

Type of mediation involved: ☐ FDRP ☐ AMDRAS

Name of the Mediator:

Date of the event:

Location of the event:

Describe the event:

Your name:

Your contact details:

Date of you reporting the event:

**Please note that an investigator will be appointed to investigate this complaint and they will be in contact with you.**

## AMA -Draft Complaint report form

Date:

### Australia Mediation Association - AMA

This is a notification of receipt of your complaint. An investigator will be appointed and be in contact with you regarding your complaint.

Auto reply Look at generating a reference number at this stage...

## **AMA -Draft Complaint report form**

Date:

This is a notification of receipt of your complaint. A search of our records cannot identify the mediator you made the complaint about as being an AMA employee or contractor.

In an effort to assist you with your complaint we direct you to ([link to registration of mediators](#)).

**Australia Mediation Association - AMA**

## AMA - Draft Complaints investigators plan

Reference number:

Issue date:

**Please note that the complaint investigation MUST be completed and provided to the AMA Complaints Committee with two weeks of the issue date!**

**Complaints' details:**

Name:

Contact details:

**Referenced party's details:**

Name:

Contact details:

FDxx number:

☐ FDRP ☐ AMDRAS

---

Notes:

**Timeline:**

**Complaint's**

---

**Referenced party's**

**Attachments:**



# AMA – Draft Complaints investigation report

## Complaints' details:

Name:

Contact details:

## Referenced party's details:

Name:

Contact details:

FDxx number: AMDRAS

## Assigned investigator:

Name:

Contact details:

## Event detail:

Date of event: \_\_\_\_\_ Time of event: \_\_\_\_\_ Location details: \_\_\_\_\_

## Complaints' description of events:

Core of issue:

FDR complaint: FDRP Regs /FLA Section Application

AMDRAS: Relevant standards:

Check for any means that had been used to record the mediation. **Obtain copy/s if there are any e.g. Notes, video, recordings etc.**

Ebbinghaus formula →  $R=e^{(-t/S)}$

t = Time since event - in days \_\_\_\_\_

S = strength of memory - highest 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 lowest (circle best)

e = decay of memory - 2.718

R = repetition of memory retention - score of 1.718 is highest. Score \_\_\_\_\_

## Referenced party's description of events:

Check for any means that had been used to record the mediation. **Obtain copy/s if there are any e.g. Notes, video, recordings etc.**

Ebbinghaus formula →  $R=e^{(-t/S)}$

t = Time since event - in days \_\_\_\_\_

S = strength of memory - highest 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 lowest (circle best)

e = decay of memory - 2.718

R = repetition of memory retention - score of 1.718 is highest. Score \_\_\_\_\_

Page 1 of 2

**Causal factors identified:** (mistake, error, personality difference, failure, judgement, sensory issue, process, personal skill or other)

**Supporting data collected:**

**Complaint's:**

☐ Case notes, ☐ Witness statement, ☐ Documents, ☐ Recordings, ☐ Other - detail \_\_\_\_\_

**Referred party's:**

☐ Case notes, ☐ Witness statement, ☐ Documents, ☐ Recordings, ☐ Other - detail \_\_\_\_\_

***Complaints investigation report submitted to the AMA complaints committee for review***

***Investigator signed off:***

***Date:***

---

Other information or attachments here.

Page 2 of 2

## AMA – Draft Complaints witness statement

Reference number:

Event date:

Witness name:

Witness contact details:

Do you recall the events: Yes No

If yes please make a statement about what occurred:

If no, you can't recall what happened please detail here:

Once completed press the send button below

## AMA – Draft Complaints committee - action report

**Reference number:**

The AMA complaints committee has received data relating to this case and review the data, in so doing determine the following complaints level:

	Level 1, minor to be managed internally, as per recommendations.
	Level 2, record on AMA data base manage internally, as per recommendation.
	Level 3, record on AMA data base manage internally with free community engagement.
	Level 4, record, suspend pending further action, notifies AGD of the event.
	Other

**Recommendations:**

	Refresh or other internal training,
	Subject external training,
	xxxxx
	xx
	xxx
	Other

**Signed:**

**Date:**

☐ **Compliant advised of results:**

**Signed:**

**Date:**

☐ **Referred party advised of results:**

**Signed:**

**Date:**

☐ **Demonstrated completion proof of recommendations, submitted to AMA complaints committee & recorded on this file,**

**Signed:**

**Date:**

☐ **Complaint close out by AMA complaints committee,**

**Signed:**

**Date:**

☐ **AGD advised for further action:**

**Date:**

---

Other information or attachments here.

## ***Australian Mediation Association***

### ***Attorney-General's Department Contact details***

### ***Major Complaints Report***

Dated:

This report has been issued as a response under Family Law Act 1975, Family Dispute Resolution Partitioners Regulations 2025 section xx.

Australian Mediation Association has had a complaint which has been internally investigated and reviewed by our complaint committee. As a result of this review is that our complaints mechanism was activated under relevant legislation, and AMA is advising you of this issue.

We refer you to our reference number for this complaint.

### **Complaints reference number:**

We have a Privacy Act requirement that we cannot directly report the details of this complaint to external parties, unless the details are directly requested by the authorities.

We await your response.

**Australian Mediation Association, Complaint Committee.**

***Contact details....***

---

## ***Australian Mediation Association***

### ***Attorney-General's Department Contact details***

### ***Major Complaints Report***

Dated:

Thank you for your request for documents relating to our complaints reference number xxx. Please find attached copies of our internal investigation report for this complaint.

If we can be of any further assistance in this matter, please contact us.

☐ Investigation report, ☐ Case notes, ☐ Witness statement, ☐ Documents, ☐ Recordings,

☐ Other - detail \_\_\_\_\_

**Australian Mediation Association, Complaint Committee.**

***Contact details....***

---

## AMA – Draft (Complaints correspondence)

Australia Mediation Association  
Contact details...

Reference number:

Date

Dear xx,

This correspondence regarding your reported complaints issue. This correspondence is an acknowledge  
xxxxxx

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## AMA – Draft (Complaints correspondence)

Australia Mediation Association  
Contact details...

Reference number:

Date

Dear xx,

This correspondence regarding a reported complaints issue reported against you. xxxxxx

## AMA – Draft (Legislative complaint reporting)

In accordance with relevant legislation Australia Mediation Association is reporting an investigated complaint.

Reference number:

Our privacy policy restricts the supply of information directly, unless formally requested.

AMA has the following data sources regarding this complaint:

- ✓ Complaint report
- ✓ Investigator tools
  - Case notes
  - Recordings
  - Videos
  - Other as listed
- ✓ Mediator complaint history
- ✓ Action taken report

Signed:

Date:

Complaints committee

Australian Mediation Association

Contact details:

Australian Mediation Association  
T: 1300 MEDIATE (633 428)  
W: [www.ama.asn.au](http://www.ama.asn.au)  
P: GPO Box 1347 Brisbane Q 4001

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