

AURA COMPLAINTS HANDLING PROCEDURE

In the case of a complaint lodged against a member of AURA Inc., the following procedures apply in all States:

1. The Member notifies the Executive Committee of AURA as soon as possible that the complaint has been made.
2. Complaints must be documented in writing and all information relating to the complaint provided to the Executive Committee of AURA before a case will be considered.
3. The Executive Committee of AURA will convene a Complaints Handling Sub-Committee with at least 3 members, one of whom will be the President or nominee of the President.
4. The complaint will be investigated, and as far as possible resolved by negotiation within 1 calendar month

Members of AURA are referred also to the legislated requirements for complaints handling in NSW. (Attachment 1.)