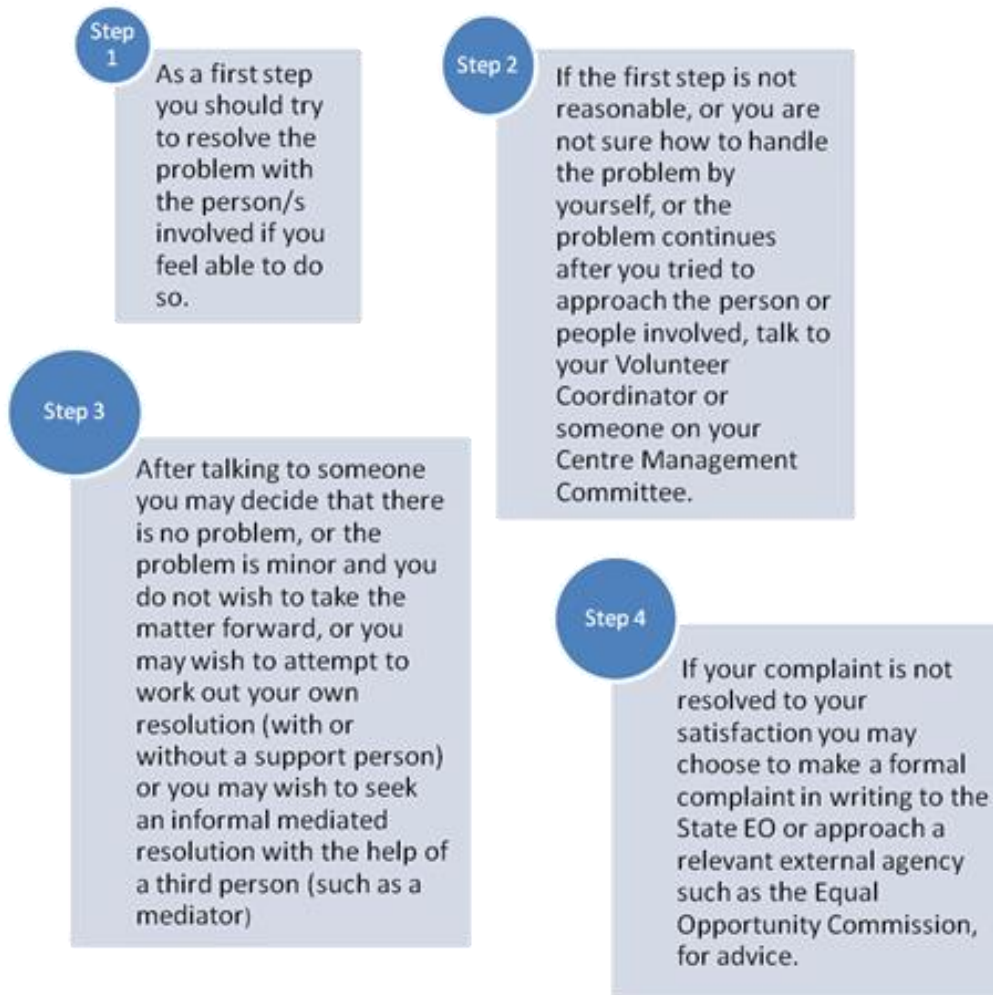


RDA Australia – Complaints and Grievance

RDA takes complaints of any nature seriously and focuses on managing each case in a sensitive and supportive manner with the help of a Complaints Officer and a step by step mediation procedure. A complaint can be about an act, behaviour, omission, situation or decision that someone thinks is unfair, unjustified, unlawful and/or a breach of RDA policies and Codes of Conduct. The nature of the complaint will determine whether it will be dealt with formally or informally. All complaints will be dealt with promptly, sensitively and confidentially.

For more information about the RDA Grievance Procedure, refer to the RDA Tasmania “Complaints Management and Resolution Policy and Procedure” or the RDA National Member Protection Policy on our website.

(<https://www.rdatas.org.au/policies-and-procedures>)



To contact a Member Protection Information Officer (MPIO):

RDA Tasmania <https://www.rdatas.org.au/complaints>
Or contact admin@rdatas.org.au or phone 0429 943 247

RDA Australia <http://www.rda.org.au/policies-and-procedures.aspx>
Or contact admin@rda.org.au or phone 08 8354 4555