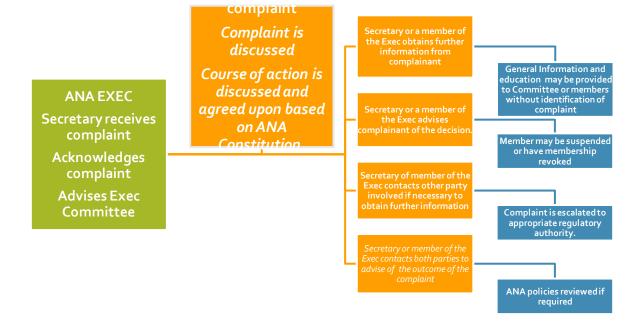
# ANA Complaints procedure

Possible actions

Possible outcomes



## ANA Complaints procedure

#### **ANA EXEC**

Secretary receives complaint
Acknowledges complaint
Advises Exec Committee



**Executive Committee receives** complaint

**Complaint is discussed** 

Course of action is discussed and agreed upon based on ANA Constitution, standards and codes of conduct



### **Possible Actions**

Secretary or a member of the Exec obtains further information from complainant



Secretary or a member of the Exec advises complainant of the decision.



Secretary or member of the Exec contacts other party involved if necessary to obtain further information

## **Possible Outcomes**

General
Information
and
education
may be
provided to
Committee or
members
without
identification
of complaint



Member may be suspended or have membership revoked



ANA policies reviewed if required



Complaint is escalated to appropriate regulatory authority.

All complaints are handled sensitively in accordance to the Australian Nanny Association Privacy Policy.