

Complaints Procedure

Policy Statement

EADMT is committed to providing excellent Member support to everyone who is affected by the operation of this organisation and its Members. We do not approach complaints as unwanted and we are firmly committed to a process of continuous improvement of which the complaints procedure is just one element.

Recognising that sometimes things go wrong or mistakes are made, this policy outlines the procedures to follow to make a complaint and the internal procedures we follow to manage the process.

Complaints Procedure

EADMT aims to work co-operatively with national DMT/P Associations and seeks to support Member Associations to resolve any difficulties informally.

This policy is intended for use in situations where an informal process has not resolved the issue to a satisfactory level. Such situations may include:

1. A national association wishes to make a complaint about EADMT.
2. An individual wants to make a complaint about a national DMT association (EADMT Member).
3. A national DMT organisation (EADMT Member) making a complaint regarding another EADMT Member Association.

Making a complaint

- A complaint must be made in writing, by email, to the EADMT Board and copied to the Ethics Committee, including full details of the complaint, complainant's full postal and email contact details.
- A notice of receipt will be sent immediately and request for further information (where required) will be sent no later than one month following receipt of the

complaint.

- The complainant must provide any further requested information within 3 weeks of a request to do so.
- The Ethics Committee undertakes to address the complaint and reach an agreed resolution between all parties within 3 months of receiving full information (where this timescale is feasible).
- Although the complaint is considered confidential, all communications will be transparent between the parties concerned and correspondence made available to all parties involved.
- The complainant must confirm satisfaction, or explain dissatisfaction, with the outcome of the complaint within 3 weeks of a request to do so.

EADMT Ethics Committee checklist for processing a complaint

EADMT Ethics Committee will:

- ✓ Immediately confirm receipt of the complaint and send a copy of the Complaints Procedure to the complainant.
- ✓ Inform all parties involved of the complaint received.
- ✓ Within one month request any further relevant information from all relevant parties.
- ✓ Offer suggestions for a resolution, giving a full and transparent explanation of this to the parties involved, within one month of receiving all requested information.
- ✓ Request the parties to either confirm they are satisfied with the resolution with clarification of any actions arising, or explain their dissatisfaction.

If the complainant is not satisfied, the EADMT Ethics Committee in conjunction with the EADMT Board will conduct a review. The resolution offered from this review is final.

Contact details for formal complaints should be addressed to:
EADMT Ethics Committee Chair, ethics@eadmt.com