



Australian Institute of Project Management

Feedback and Complaints Policy

DOCUMENT CONTROL CERTIFICATE

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1. Introduction

- 1.1. The Australian Institute of Project Management (AIPM) is committed to delivering high-quality services to its members and stakeholders. In accordance with AS ISO 10002:2006 *Customer Satisfaction—Guidelines for Complaints Handling in Organisations*, this policy provides a structured mechanism to address feedback and complaints in a fair, accessible, responsive, efficient, and integrated manner.

2. Purpose and Scope

- 2.1. This policy governs the handling of complaints and feedback relating to AIPM's services, staff, and members. It also includes complaints against members for breaches of the [AIPM Code of Conduct and Ethics Policy](#). It excludes complaints of a purely commercial nature, legal disputes, or matters involving non-members.

3. Guiding Principles

- 3.1. **Fairness** – All parties are afforded procedural fairness.
- 3.2. **Accessibility** – The complaints process is transparent, freely available, and simple to use.
- 3.3. **Responsiveness** – Complaints are acknowledged and addressed in a timely manner.
- 3.4. **Efficiency** – Resources are applied effectively to resolve complaints.
- 3.5. **Integration** – Feedback is used to enhance service delivery and professional standards.

4. Lodgement Requirements

- 4.1. Complaints or feedback must be submitted in writing to feedback@aipm.com.au and include:
 - 4.1.1. A detailed account of the issue;
 - 4.1.2. Supporting evidence;
 - 4.1.3. Full contact details of the complainant;
 - 4.1.4. Relevant documentation.
- 4.2. Anonymous or incomplete complaints may not be investigated unless exceptional circumstances apply.

5. Complaint Handling Procedure

- 5.1. AIPM employs a four-stage approach:





5.1.1. Receipt

5.1.2. Acknowledgment (normally within 3 business days)

5.1.3. Assessment, Planning and Investigation

5.1.4. Response and Resolution (normally within 14 business days unless extended with notice)

- 5.2. The CEO will review each complaint, determine its nature and severity, and engage with both the complainant and respondent to facilitate resolution as required. The respondent will be afforded no more than seven business days to respond in writing.

6. Objectivity and Confidentiality

- 6.1. Complaints will be handled impartially and confidentially. Personal information is disclosed only where necessary to resolve the matter, or by the law, or where authorised by the complainant. Complaints against the CEO are escalated to the Board.

7. Grounds for Dismissal

- 7.1. A complaint may be dismissed if it is deemed:
- 7.1.1. Vexatious
 - 7.1.2. Frivolous
 - 7.1.3. Misconceived or lacking substance
 - 7.1.4. Unsubstantiated against the standards of improper conduct
- 7.2. Dismissals will be communicated in writing to all relevant parties.

8. Recordkeeping and Review

- 8.1. All complaints and feedbacks are reviewed periodically to identify trends and opportunities for improvement. This policy will be reviewed regularly to ensure ongoing relevance and effectiveness.
- 8.2. This Policy will be reviewed as deemed necessary by the AIPM CEO.



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