



Effective Date: 11<sup>th</sup> May 2015

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## Grievance and Disputes

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Purpose:

To enable a response to any grievances or disputes that may occur within the jurisdiction of the International Association of Psychosomatic Therapy.

Additional Authority:

The regulations of the Consumer Affairs Victoria Associations Incorporation Reform Act 2012

Scope:

Members, Clients, Students, Executive members, International Association of Psychosomatic Therapy (INTAPT)

Responsible Party:

Executive members.

All grievances should be submitted in writing to:

[secretary@intapt.com](mailto:secretary@intapt.com)

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### I. Policy Statement

INTAPT and its members will uphold the Code of Ethics at all times.

If a grievance or dispute occurs due to non-compliance with this Code then a response will be subject to the rules of the incorporated body and the regulations of the Consumer Affairs Victoria Associations Incorporation Reform Act 2012

## II. Procedure

If a dispute or grievance occurs:

1. The parties involved in the dispute must attempt to resolve the issue between themselves within 14 days of the dispute coming to the attention of each party
2. If the parties involved in the dispute/grievance are unable to reach a resolution then they must within 10 days
  - a. Notify the committee of the dispute in writing to the secretary
  - b. Request or Agree to the appointment of a mediator
  - c. Attempt in good faith to settle the dispute by mediation
3. The mediator must be-
  - a. A person chosen by agreement between the two parties or
  - b. In the absence of agreement-
    - i. If the dispute is between a member and another member- a person appointed by the committee
    - ii. If the dispute is between a member and the executive committee or INTAPT- a person appointed or employed by the Dispute Settlement Centre of Victoria
  - c. A mediator appointed by the committee may be a member or former member of INTAPT but must not be a person who-
    - i. Has a personal interest in the dispute, or
    - ii. Is biased in favour of or against any party
4. The mediator to the grievance/dispute, in conducting the mediation must
  - a) Give each party every opportunity to be heard, and
  - b) Allow due consideration by all parties of any written statement submitted by any party, and
  - c) Ensure that natural justice is accorded to the parties throughout the mediation process
5. The mediator must not determine the dispute.
6. If the dispute/ grievance can not be settled then the parties may seek to resolve the dispute in accordance with the Associations Incorporation Reform Act 2012 or otherwise at law.