

ASLOR

Association of the Original 7 Level System of Reiki Incorporated



PO Box 677 Newtown NSW 2024 02 9557 8472 www.aslor.org contactus@aslor.org

Compliments, Comments and Complaints Form

If our service is above or below what you expect, we would value your feedback.

Compliments

We are committed to recognizing our members whenever they provide you with the best possible experience.

Comments

We welcome feedback on any aspect of the services we provide, including how we could improve them.

Complaints

If you have a complaint, we will work to resolve it. In resolving complaints, we commit to taking the following steps:

- a) Let you know who is handling your complaint;
- b) Keep you informed of what is happening;
- c) Aim to resolve your complaint in 30 days.

Your contact details

Name _____

Address _____

_____ State _____ Postcode _____

Contact number during business hours () _____

Email _____ Name of member _____

Please tick one of the following Compliment Comment Complaint

If you would like your compliment to be made public please tick this box

Briefly describe your experience:

If you have a complaint

Date of incident _____

Are there people who can assist us with our investigation? Provide names, contact details and explain how they may assist us.

Please provide any documents that may assist us in investigating your complaint, e.g. receipts, references, emails, letters, attendance certificates, records of conversations. You should attach copies to this form where possible.

Explain any actions you have already taken, if any.

What would you like to be done to resolve the matter?

If you require more space, please add your own extra page(s) and indicate here how many pages you have added: _____

Your signature _____ Date _____

Personal information provided to ASLOR is held in the strictest confidence. ASLOR uses the personal information you provide in this form to assist it in investigating the complaint.

Complaint procedures

A complaint is any written expression of dissatisfaction with the service of our members.

We take complaints seriously. Our aim is to deal with complaints openly and fairly, and resolve them as soon as we can.

What happens

We reply within 7 days of receiving the complaint, acknowledging that it has been received and to advise you of a date of hearing.

The complaint is submitted to the member to give them an opportunity to comment within a set time frame. Once the member has replied to the submission, you are given an opportunity to comment.

A subcommittee will hear the complaint after it is put to the committee, at one of the monthly meetings.

The subcommittee is to consist of the president, secretary, the treasurer and a general committee member (unless the complaint is directed against one of these office bearers, in which case another committee member will form part of the subcommittee).

The subcommittee will meet to discuss the complaint in confidence with regards to the rules of the association, the codes of ethics, the standards of practice and, if relevant, the standards of teaching, as well as the member's response, and will then make a determination, based on the evidence presented.

Once a determination is made, we aim to notify both the member and the complainant within 30 days of the original complaint.

You will then be given a written statement of the findings, the punitive action taken and the reasons for those actions.