

Ethics Complaint Form

Before Completing the Form

The Massage & Myotherapy Australia Disciplinary and Dispute Resolution Procedure is a statement about appropriate and expected management of complaints by Massage & Myotherapy Australia (Association) and as such reflects the values of the Association. The [Code of Ethics, Standards of Practice](#) and National Code of Conduct determine which section(s) is/are applicable to your complaint. Please ensure you complete all aspects of this form to assist with expedition of your complaint. The full Massage & Myotherapy Australia [Disciplinary & Dispute Resolution Process](#) should be reviewed prior to completing this form.

To enable the Association to address and resolve your complaint effectively, please complete this form electronically (or write legibly) and return by email to Massage & Myotherapy Australia at the following address;

Email: ea@massagemyotherapy.com.au

Or post: Confidential
Chief Executive Officer
Massage & Myotherapy Australia
Level 8, 53 Queen Street
Melbourne Vic 3000

Massage & Myotherapy will not address any complaints made against a Massage & Myotherapy Australia member that are frivolous, vexatious or outside the jurisdiction of Massage & Myotherapy Australia's control (having regard to the nature of the complaint).

The person the allegations are against has, as a right of natural justice, the right to respond to the allegations and therefore, the Association is unable to review complaints that are anonymous.

Your Details

Surname	
First Name	
Postal Address	
Email Address	
Phone (mobile)	
Personal Clinical Records	I agree that Massage & Myotherapy Australia as part of this review, can request all records, assessment, and clinical notes from the therapist (member) in relation to the complaint to assist in the National Ethics Committee determination.
Personal details	I agree that my details and the complaint form (whether redacted or not) will be made available to the Member as part of the review process.
Acknowledgement	I acknowledge and agree the information I have provided is true and accurate.
Authorisation	Date / / Signature:

Allegations and Circumstances of the Complaints(s)

Person(s) against whom your complaint(s) is/are directed.	
Therapists Clinic details	
Please state the principle(s) or Clauses of the Massage & Myotherapy Australia Code of Ethics that are alleged to have been breached.	
Name and contact details of any witness or individuals that can support your allegations	
Witness details	I acknowledge that witnesses or individuals listed above supporting the allegations have agreed their details will be made available to the Association as part of the review process and they may be contacted by the Association. Date / / Signature:

Privacy and Personal Collection Statement

Collection Statement

To assist AAMT in processing your complaints form, reviewing complaints against members and former members, and in otherwise conducting AAMT's functions and activities, AAMT needs to collect personal information about you. By providing your personal information, you agree that it will be used and disclosed by AAMT in accordance with this statement and AAMT's Privacy Policy, available [here](#). If you do not agree, you must not provide your personal information, and AAMT may not be able to process your complaint and communicate with you. AAMT may disclose your personal information to other parties, including third parties who provide products and services to AAMT or through AAMT in the ordinary operation, administration, or promotion of AAMT's business including investigating complaints (including to health funds, other professional associations, the police or regulatory bodies such as the Health Complaints Commissioner) and otherwise in accordance with AAMT's Privacy Policy. From time to time, these third parties may be located (and therefore your personal information may be disclosed) overseas, including the Philippines, Canada, Singapore, United States of America, Fiji and other countries from time to time as set out in AAMT's Privacy Policy. AAMT may use and disclose your personal information for direct marketing purposes, unless you opt out (which you can do at any time in accordance with AAMT's Privacy Policy or by writing to privacy@massagemyotherapy.com.au). AAMT's Privacy Policy contains information about how you may access and seek correction of your personal information, how you may complain about a breach of your privacy, and how AAMT will deal with that complaint.

Relevant date(s) of complaint(s) occurrences(s)	Please state all relevant fact/s, date/s and time/s of incident/s as detailed and as accurately as possible in the box below. Please attach further information/notes that you feel necessary to support your complaint.