



# AUSTRALIAN COMMERCIAL GALLERIES ASSOCIATION

## COMPLAINTS PROTOCOL

### Introduction

The Australian Commercial Galleries Association (ACGA) has adopted the following protocol for the handling of internal and external complaints.

### History

This protocol was first adopted in June 2005, and has been amended and approved as noted below.

### Purpose

The purpose of this Protocol is to ensure that a clear, transparent and consistent process is adopted for the handling of internal and external complaints and grievances.

### Protocol

1. Complainants are encouraged to resolve the dispute between themselves.
2. If the matter cannot be resolved, the matter will be referred to the National President, who will attempt to resolve the dispute between the parties.
3. If the National President is not successful in resolving the dispute, the matter will be referred to the National Board for consideration.
4. The National Board may recommend the parties engage an independent mediator to resolve the dispute. If the parties agree to mediation, the mediator will be chosen by the President for the time being of the law society in the relevant state or territory (as determined by the National President of the ACGA). Unless otherwise agreed, the costs of mediation will be borne equally by the parties.
5. Litigation should be regarded as a last resort.
6. Complaints received will be tabled and minuted at National Board meetings, and the Board will be kept advised of developments.
7. The ACGA (President or National Board, as appropriate) will formally correspond with the parties once the complaint has been resolved.

### Disclaimer

While the ACGA will use its best endeavours to assist with the resolution of disputes, neither the ACGA nor any member will be liable in any way whatsoever for its involvement in handling any dispute or complaint, and the ACGA expressly negates any responsibility or liability in that regard.