



ACNS Code of Conduct

Procedure for Handling Complaints and Issues

Introduction

On 30 November 2022 the ACNS Executive and Membership passed the new Code of Conduct. This Procedure outlines the process for handling complaints in line with the Code of Conduct

General Procedure

1. There is a specific email address for complaints/feedback:
respect@acns.org.au
 - a. This email address is centralised to avoid any unintentional single party gatekeepers
 - b. Attendees to any ACNS event, including conferences and workshops, will be informed of this Code of Conduct both before and during event
 - c. Information about the Code of Conduct will be prominently advertised on society website/socials all year round
2. The [respect@acns](mailto:respect@acns.org.au) email forwards to 5 members of the Exec: IDEA chair, President-elect, Current President, Past President, Secretary. This Committee is referred to as the “Respect Committee” in the remainder of this document.
3. If any of the Respect Committee members are involved/named in the complaint, they will delete the email immediately and have no more involvement in the processing of that specific issue.
4. The IDEA chair will convene a meeting with the Respect Committee within one week from the date complaint received to discuss the issue. This meeting should be held sooner depending on urgency and nature of the complaint.
5. The Respect Committee will decide on actions/sanctions. If necessary, the Committee can refer to the Full ACNS Executive Committee
 - a. Actions/sanctions will be guided by the ACNS Code of Conduct
6. The IDEA chair will update the Executive at every monthly meeting if any issues brought up within the past month

Version Control

Version 1 30/11/2022

Version 2 20/02/2022