

ASORC Complaints Policy

Australian Society of
Rehabilitation Counsellors



The Australian Society of Rehabilitation Counsellors (ASORC)

ASORC is responsible for the professional membership, supervision and development of the Rehabilitation Counselling profession.

Purpose

The purpose of this document is to ensure that ASORC members uphold the professional standards required by members of ASORC.

ASORC sets and maintains ethical guidelines and standards for the profession so that the highest quality of service delivery may be maintained.

Scope

ASORC is a self-regulatory professional body, with a Complaints Procedure for internal discipline of members to protect the safety and reputation of ASORC and its members, the legitimate interests and safety of clients and the general public, and ensure standards for the professional conduct of ASORC members are maintained.

Membership of ASORC requires acceptance of the ASORC Code of Ethics (the “**Code**”). The Code establishes a standard against which professional behaviour of ASORC members may be evaluated. Behaviour contrary to the advice of the Code amounts to behaviour against the best advice and interests of ASORC.

The Code will be used by ASORC itself in establishing work protocols, the making of decisions and in determining appropriate courses of action regarding complaints concerning the professional conduct and ethical behaviour of ASORC members. This policy outlines how those steps are to be made.

ASORC has no legal jurisdiction over any rehabilitation counsellors in Australia, however ASORC does:

- Accept complaints against ASORC members from fellow members and the general public/ clients
- Record complaints for review by ASORC
- Submit complaints for review in detail by the delegated ASORC Ethics and Complaints Committee, as appropriate
- Assist in resolution of difficulties between ASORC members or with the general public/ clients
- Request ASORC members to present evidence for consideration of complaints of ethical or professional misconduct against them
- Counsel and educate ASORC members in respect of standards, ethics and appropriate behaviour
- Discipline members by revoking their membership if misconduct is proven.
- Take appropriate action to ensure that non-members cannot present themselves as being members of ASORC.

ASORC Ethics and Complaints Committee

The ASORC Constitution provides a basis for an internal disciplinary mechanism to deal with complaints about an ASORC member’s conduct as measured against the Code.

ASORC seeks to ensure that there is a fair process of judging evidence of complaints against members. The aim is to ensure that there is a clear and transparent review and disciplinary process which gives ASORC members and the public confidence that all ASORC members will maintain proper professional standards and client safety through commitment to those standards.

To that end ASORC has established an Ethics and Complaints Committee to periodically review the Code. However, when a complaint is raised, the Ethics and Complaints Committee then sits as a Committee for the purposes of this procedure.

PLEASE NOTE

- If a complaint involves a breach of the criminal law, it will not be dealt with under this process but will be referred to the appropriate authorities.
- If a complaint involves a civil dispute over fees or the terms of a contract of engagement, then it will not be dealt with under these processes until any civil proceedings between the parties are completed.

Roles and Responsibilities

ASORC's Administration Officer takes overall responsibility for the process with the vested authority of the CEO and ASORC Board.

The Administration Officer receives all evidence under this process and presents that evidence to the CEO and ASORC Honorary Council. Compliance with the process is reviewed and documents are the provided to the Ethics and Complaints Committee for review.

The Chairperson of the Ethics and Complaints Committee shall chair all Committee meetings and shall be an ASORC member with significant professional experience and industry standing.

The Ethics and Complaints Committee will review all evidence presented by the Administration Officer. The Ethics and Complaints Committee shall make a determination regarding further action in relation to the affected member's ASORC membership that the ASORC Board shall endorse and put into effect.



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