



LEARNING DISABILITIES ASSOCIATION OF NEW ZEALAND (Inc.)

Disputes and Complaints: Procedures

A. Involving a Member Organisation

- a) Any dispute or complaint made to a Member Organisation is to be addressed and resolved by that Member Organisation according to its own Disputes and Complaints Policy.
- b) If there is a formal written complaint about a LDANZ Registered Professional Member (i.e. assessor or teacher) who is a member of that Member Organisation, then that complaint, if not resolved, is to be forwarded to: The LDANZ Registrar, PO Box 290, Waipukurau 4242 (e-mail: ldanz@clad.co.nz).
- c) If there is an unresolved complaint about a Member Organisation, then the complainant should submit the complaint in writing to: The LDANZ Registrar, PO Box 290, Waipukurau 4242 (e-mail: ldanz@clad.co.nz).

B. Against Individual LDANZ Members

- a) Any dispute or complaint should first be taken up informally with the individual member concerned. If resolution at this level is achieved, then no further action need be taken.
- d) Any unresolved complaint should be submitted in writing to: The LDANZ Registrar, PO Box 290, Waipukurau 4242 (e-mail: ldanz@clad.co.nz).

C. Against LDANZ

- a) Any dispute or complaint about the association or its governance, should be first addressed informally with the person concerned. If required, contact can be made with the association via the Contact Us page on our website.
- b) Any unresolved complaint should be submitted in writing to either: The President, ldanz@ymail.com or alternatively The Registrar, PO Box 290, Waipukurau 4242 (email: ldanz@clad.co.nz).

D. Disputes and Complaints Received by LDANZ

- a) The Registrar (or President – in the case of section C above) is to refer any dispute or complaint received to the appropriate LDANZ official and/or committee for further action.
- b) Any dispute, if unresolved, may be referred to an independent mediator. Any party to the dispute/complaint may have a support person.

E. Time Frame:

- a) Any complaint received by LDANZ should be made by the complainant within 3 calendar months of the event.
- b) LDANZ should use its best endeavours to reply within 15 working days of receiving the complaint and, if necessary, agree in good faith on a time frame for resolution of the dispute with the complainant.